

**United States Army, North Atlantic Treaty Organization  
SHAPE, Belgium**

**USANATO FAMILY DEPLOYMENT GUIDE**

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## **USANATO INTRODUCTION**

US Army North Atlantic Treaty Organization (USANATO) is a diverse command of over 1600 personnel assigned to support NATO missions in the US and throughout Europe from Reykjavik, Iceland in the north; Izmir, Turkey in the south; Lisbon, Portugal in the west; and Ankara, Turkey in the east. USANATO has supported operations in Afghanistan, Iraq, Balkans, Horn of Africa, Pakistan and The Mediterranean. USANATO provides training, administrative and personnel service support and coordinates logistical operational readiness for all Soldiers and civilians assigned to or deployed in support of NATO.

We also continue to provide top notch services to our families, as well as support the communities in which we serve. As part of our commitment to training and equipping US personnel to support NATO missions, the USANATO Brigade has established the Individual Deployment Training (IDT) program at Chièvres Air Base, Belgium to prepare USANATO personnel and our sister services for NATO deployments throughout the world. The program provides tough, hands-on training to enhance the necessary military skills for deploying in support of contingency operations. The personnel stationed at Norfolk, Virginia attend the CONUS Replacement Center (CRC) in lieu of IDT.

### **USANATO History**

The command was established by General Order #46 effective 20 December 1950. Organized as a Special Field Activity assigned to the Army Staff, the command became the Army's representative to NATO and is answerable to the Chief of Staff of the Army (CSA). After World War II and following the signing of the North Atlantic Treaty on 4 April 1949, the North Atlantic Council (NAC), the highest political authority in the North Atlantic Treaty Organization (NATO), formally asked the President of the US to designate an officer who would become Supreme Allied Commander, Europe (SACEUR) and who would establish an allied integrated military command for the defense of the NATO nations of Europe. President Harry S. Truman designated General of the Army Dwight D. Eisenhower, US Army, as SACEUR; and on 19 December 1950, the NAC confirmed General Eisenhower's appointment to that unprecedented post. On 2 April 1951, General Eisenhower activated his command, Allied Command Europe (ACE) and established his temporary headquarters, SHAPE in Paris, France at the former Hotel Astoria on the south side of the Avenue des Champs Elysees. Shortly afterward on 23 July 1951, SHAPE moved to more permanent buildings at Rocquencourt, west of Paris, between Versailles and Saint Germain-en-Laye.

In early 1966, the French government decided to withdraw French military forces from the allied integrated military command structure of NATO. This entailed the removal of non-French military forces and headquarters from France. The Belgian government offered NATO a site near Mons for the headquarters in early 1967 and SHAPE moved to its present location in Belgium. The new location was awarded the official designation SHAPE, Belgium by Belgian authorities and became operational on 31 March 1967.

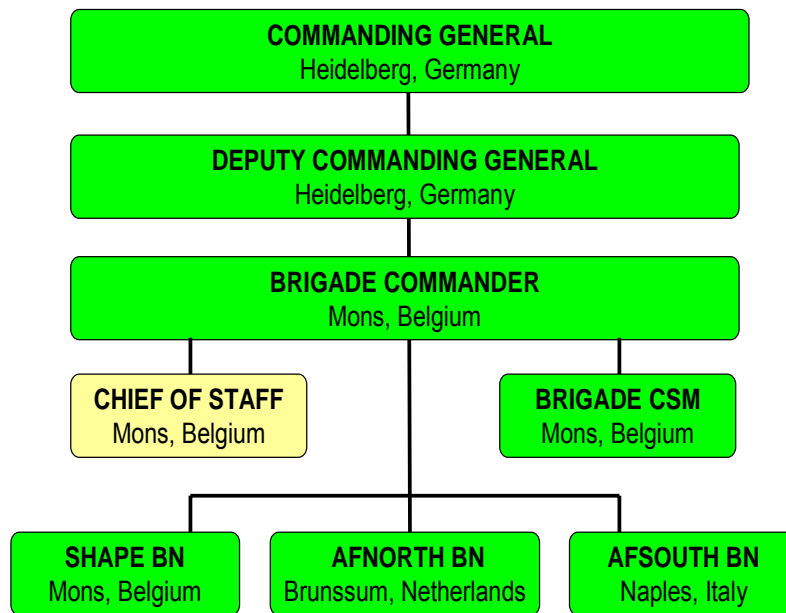
From its headquarters, the SACEUR has the task of coordinating the defense of ACE, an area that stretches from Norway to the Mediterranean and from the Atlantic to the Caucasus Mountains in Turkey, some 2 million square kilometers of land and a sea area of 3 million square kilometers.

The USANATO command is currently established under Permanent Order # 94-18 dated 3 April 2000.

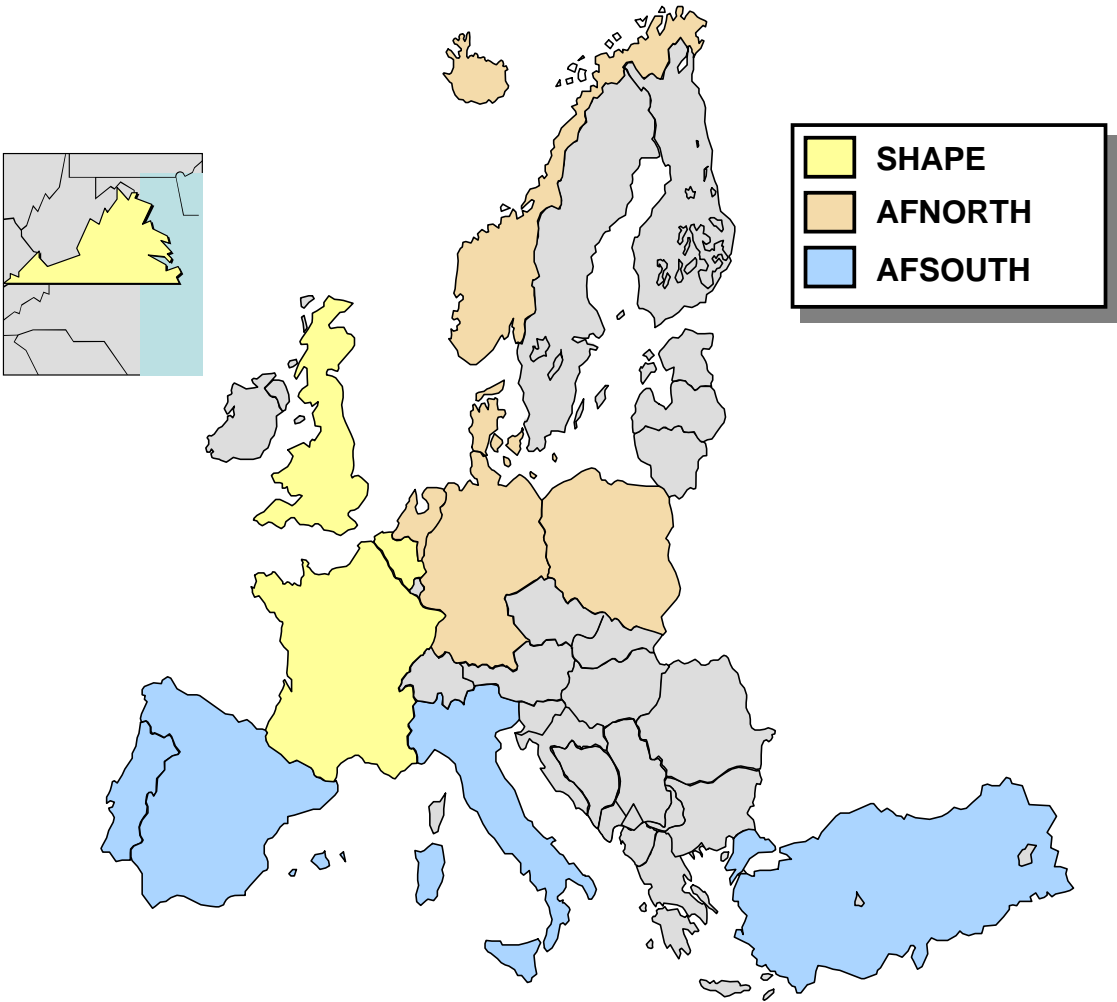
## USANATO Command

The USANATO organizational chart is depicted below. Our commanders are located geographically throughout Europe. The Commanding General of USANATO is also the Commanding General of US Army Europe and Seventh Army. The Deputy Commanding General is the general officer with whom we have the most interaction on a routine basis. The Brigade Commander has command of three battalions: Supreme Headquarters Allied Powers Europe (SHAPE) Battalion in Mons, Belgium; Army Forces North (AFNORTH) Battalion in Brunssum, The Netherlands and Army Forces South (AFSOUTH) Battalion in Naples, Italy.

# USANATO COMMAND

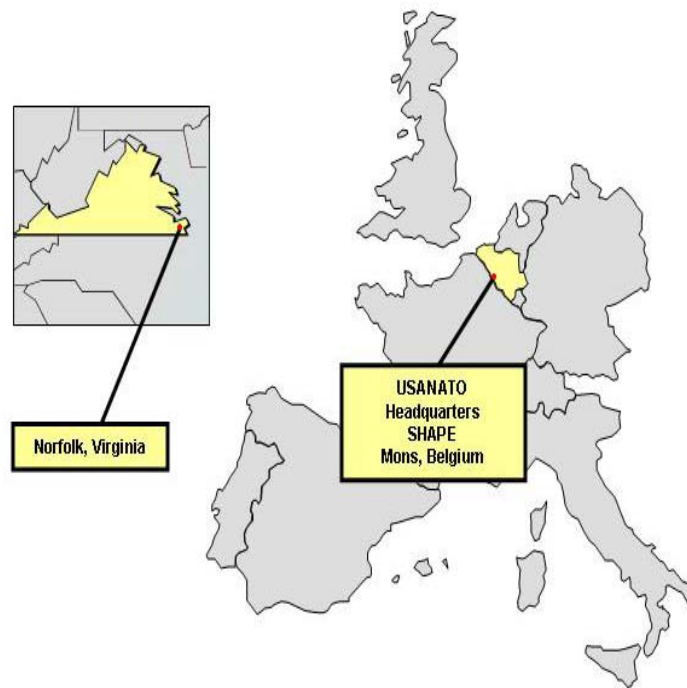


USANATO Battalions



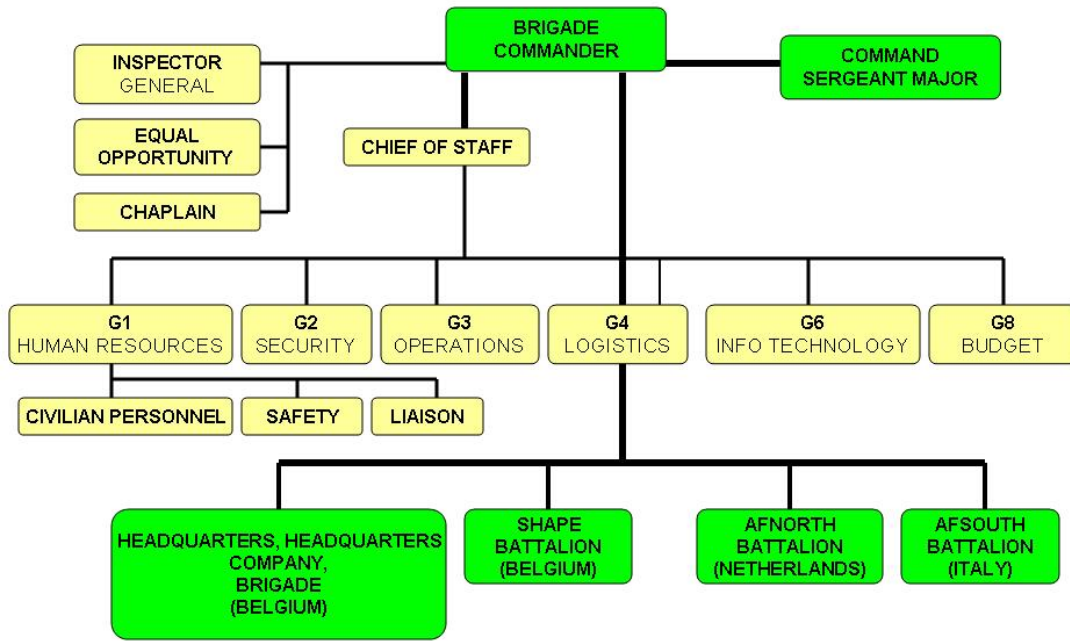
## USANATO BRIGADE HEADQUARTERS

**Brigade Mission.** USANATO provides training, administrative and personnel service support, coordinates logistical operational readiness for all Soldiers and civilians assigned to or deployed in support of NATO.



**Organization Structure.** The Brigade headquarters is in Mons, Belgium. Soldiers working at Brigade headquarters are assigned to Headquarters and Headquarters Company (HHC), USANATO Brigade. The USANATO liaison office is located in Washington, DC. The brigade headquarters staff includes the Deputy Chief of Staff (G1, G2, G3, G4, G6, G8), Safety, and Civilian Personnel Liaison. The brigade staff is responsible to the Chief of Staff who reports to the Brigade Commander. The special staff (Inspector General, Equal Opportunity, Chaplain), battalion commanders, and the HHC commander reports directly to the Brigade Commander. The Soldiers and civilians on the brigade staff are assigned to HHC.

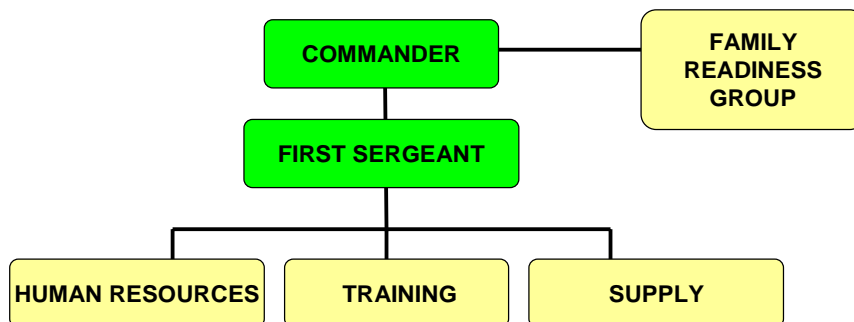
# USANATO BRIGADE



**HHC Mission Statement.** Exercise command and control; provide administrative and logistic support while sustaining the readiness and quality of life for Soldiers, civilians and family members assigned in support of Headquarters Brigade, USANATO.

**Organization Structure.** The HHC staff is responsible for providing command and control in addition to administrative and logistic support and training to the Soldiers and civilians working at the brigade headquarters.

## HHC



## USANATO Brigade Headquarters Contact List

### **Mailing Address:**

USANATO  
Office of the Brigade Commander  
Unit 21420  
APO AE 09705

### **Office of the Brigade Commander & Command Sergeant Major:**

DSN: 423-4707  
Comm: (00) 32 (0) 65-44-4707  
FAX: 423-4068  
Comm FAX: (00) 32 (0) 65-44-4068

### **HHC Commander & First Sergeant:**

DSN: 423-8251  
Comm: (00) 32 (0) 65-44-8251  
FAX: 423-3788  
Comm FAX: (00) 32 (0) 64-44-3788

**Soldier Family Readiness Group (SFRG):** [hhesfrg@eur.army.mil](mailto:hhesfrg@eur.army.mil)

### **Staff Duty NCO:**

DSN: 423-4178  
Comm: (00) 32 (0) 64-44-4178  
After Hours Cell: (00) 32 0476-76-1633

### **Brigade Headquarters Staff**

DSN: 423-extension number  
Comm: (00) 32 (0) 65-44-extension number

#### **Extension Number**

Chief of Staff	4707
Deputy Chief of Staff, G1	3782
Deputy Chief of Staff, G2	3368
Deputy Chief of Staff, G3	5256
Deputy Chief of Staff, G4	4310
Deputy Chief of Staff, G6	8281
Deputy Chief of Staff, G8	5382
Inspector General	4383
Chaplain	8128
Equal Opportunity	3803
Safety	4276
Civilian Personnel	5465

## HHC Soldier Family Readiness Group (SFRG)

The Family Readiness Group at HHC is referred to as the Soldier Family Readiness Group (SFRG). The addition of the word Soldier to our name emphasizes our commitment not only to the Soldier's family, but also to the Soldier. Our SFRG not only provides support to families of deployed Soldiers or civilians, we also are here to provide morale support in stressful situations. We start by taking an active role in supporting newly arrived Soldiers and families to the community to help lessen some of the cultural barriers associated with Belgium and European way of life. Throughout the year, our SFRG also frequently sponsors social events in conjunction with HHC to promote and build our Soldier-Family community. To join or learn more about our SFRG, log onto [www.usanato.army.mil](http://www.usanato.army.mil) or email our SFRG representative at [hhcsfrg@eur.army.mil](mailto:hhcsfrg@eur.army.mil). We look forward to meeting you!

## Community Services at SHAPE

**SHAPE (Mons, Belgium).** The SHAPE and Brussels military community is supported by US Army Garrison Benelux (USAG-B). For more USAG-B information, please visit: [www.usagbenelux.eur.army.mil](http://www.usagbenelux.eur.army.mil). For a comprehensive listing of community services offered at SHAPE, refer to SHAPE Battalion's Community Services page.

**Telephone Guide.** The country code for Belgium is (032). When dialing a military phone number or DSN from a civilian phone, convert the defense switching network (DSN) prefix: Locate the DSN number and correct city such as DSN: 361-5904 (city of Chièvres). The civilian number would be 068 (city code) 27 (civilian prefix) 5904 (last four of DSN).

DSN	City	Code	Civilian	Prefix
365	Brussels	02	7079	last 3
368	Brussels	02	7179	last 3
361	Chièvres	068	27	last 4
366	Chièvres	068	27	last 4
423	SHAPE	065	44	last 4

### Emergencies:

Ambulance: 112

Fire Department: 100

Police: 101

SHAPE Police: (00) 32(0) 65-44-3333

MP on base: 114

Poison Control: 090-24-5245

### Healthcare Facility:

NATO (Brussels):

DSN: 368-9500

Comm: (00) 32 (0) 2-7179-500

SHAPE:

DSN: 423-5886

Comm: (00) 32 (0) 65-44-5886

Vet Clinic: (scheduled for deactivation)

DSN: 361-5435

Comm: (00) 32 (0) 68-27-5435



## Useful Websites

[www.usagbenelux.eur.army.mil](http://www.usagbenelux.eur.army.mil)

SHAPE/Brussels communities

[www.nato.int](http://www.nato.int)

NATO

[www.shap-hs.eu.dodea.edu](http://www.shap-hs.eu.dodea.edu)

High school

[www.shap-es.eu.dodea.edu](http://www.shap-es.eu.dodea.edu)

Elementary school

[www.shapeonline.net](http://www.shapeonline.net)

SHAPE morale and welfare info

[www.usagbrussels.eur.army.mil](http://www.usagbrussels.eur.army.mil)

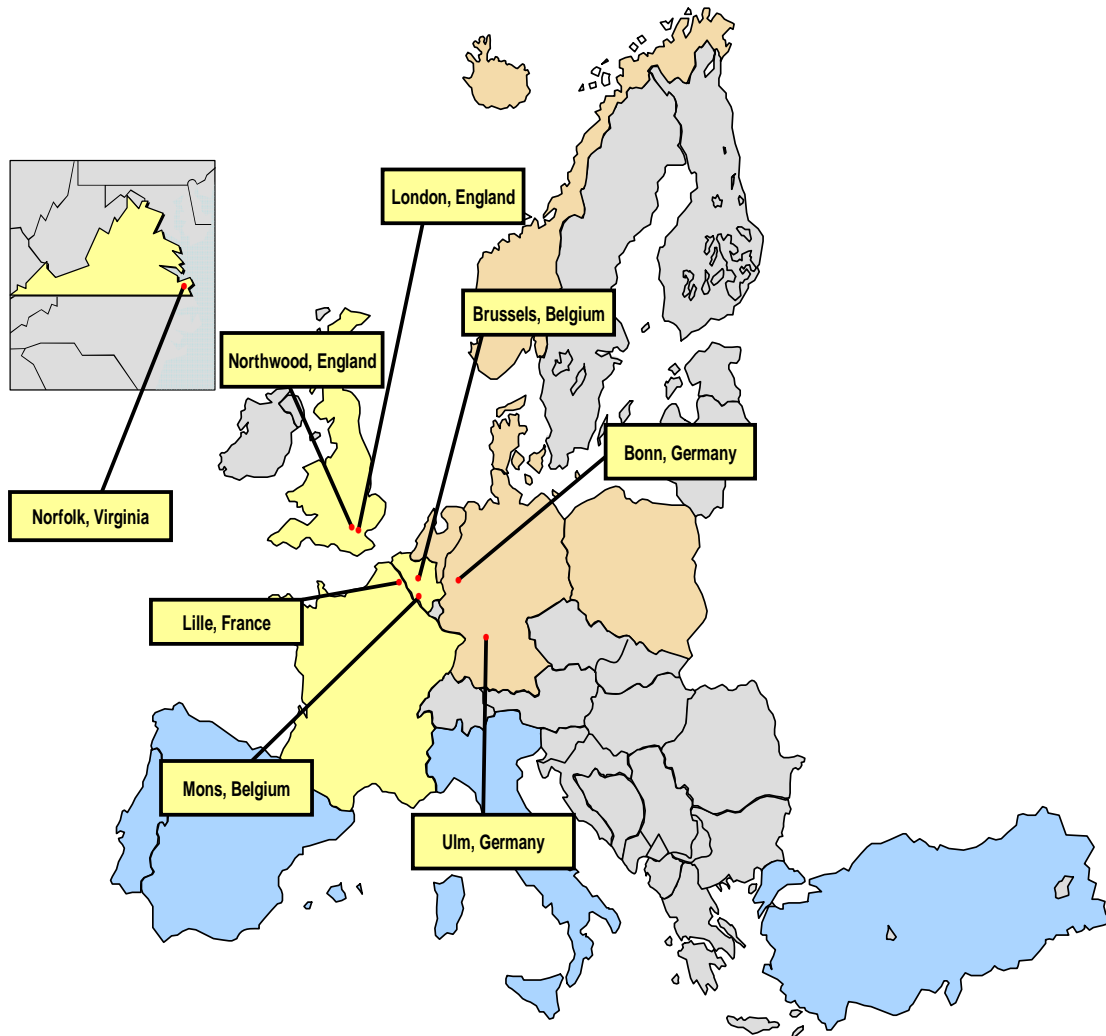
Brussels community

[www.afneurope.net/SHAPE](http://www.afneurope.net/SHAPE)

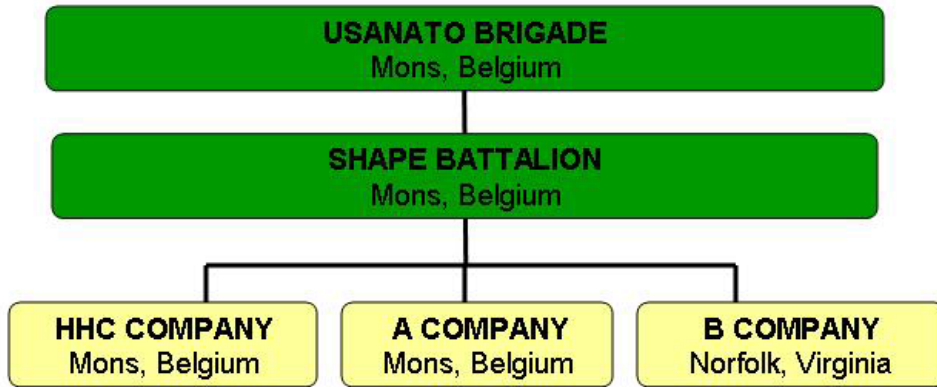
AFN

## SHAPE BATTALION

**Battalion Mission.** Exercise command and control; provide personnel and administrative support; maintain trained and ready Soldiers and coordinate to ensure the protection and quality of life of US Army Soldiers, civilians and family members assigned in support of NATO.



**Organization Structure.** SHAPE Battalion headquarters is in Mons, Belgium. Our Soldiers are located in four countries at seven sites: SHAPE, Belgium; Norfolk, Virginia; London and Northwood, United Kingdom; Bonn and Ulm, Germany; and Lille, France.



### SHAPE Battalion Contact List

**Office of the Battalion Commander & Command Sergeant Major:**

DSN: 423-3830

Comm: (00) 32 (0) 65-44-4707

[SHAPEBNCDR@eur.army.mil](mailto:SHAPEBNCDR@eur.army.mil)

[SHAPEBNSGM@eur.army.mil](mailto:SHAPEBNSGM@eur.army.mil)

**Soldier Family Readiness Group (SFRG):**

SFRG Assistant: 0(0) 65-44-3985

Email: [shapebnfrsa@eur.army.mil](mailto:shapebnfrsa@eur.army.mil)

**HHC Commander & First Sergeant:**

DSN: 423-3657

Comm: (00) 32 (0) 65-44-3657

**Alpha Company Commander & First Sergeant:**

DSN: 423-5884

Comm: (00) 32 (0) 65-44-5884

**Bravo Company Commander & First Sergeant:**

DSN: 488-4103

Comm: (757) 747-4103

Cell: (254) 338-9974

## **SHAPE Battalion Soldier and Family Readiness Group (SFRG)**

The SHAPE Battalion SFRG is an organization of Soldiers, family members and civilian employees that provides and/or facilitates mutual support and assistance and a network of communication among the members, the chain of command and community resources. For this reason, our FRG is known as the Soldier and Family Readiness Group. The chain of command, battalion steering committee and the family readiness support assistant provide support, advice and guidance to the battalion's three companies and their associated SFRGs.

Supportive services such as welcome packets, community resources referral/information, and assistance with assimilation into life in Europe (and Norfolk, Virginia) and social activities are offered/provided to Soldiers, families and civilians. Our SFRG also recognizes births within the battalion, coordinates assistance to Soldiers and families during hospitalizations and other times of need and conducts community service projects.

To get involved or learn more about the SFRG, call DSN: 423-3985 or commercial (00) 32 (0) 65-44-3985. For more information log onto the battalion website at [www.usanato.army.mil/html/shapeFRG.html](http://www.usanato.army.mil/html/shapeFRG.html). We look forward to meeting you!

### **Community Services**

#### **Mons, Belgium (SHAPE)**

##### **Chaplain**

DSN: 423-5601/04

Comm: (00) 32 (0) 65-44-5601/2

After Hours DSN: 361-5301

After Hours Comm: (00) 32 (0) 68 27-5301

##### **Department of Defense Schools (DoDDS)**

###### **US Kindergarten/Pre-School**

DSN: 423-5723

Comm: (00) 32 (0) 65-44-5723

###### **US Elementary School**

DSN: 423-5718

Comm: (00) 32 (0) 65-44-5718

###### **US High School**

DSN: 423-5755

Comm: (00) 32 (0) 65-44-5755

##### **Healthcare Facility (SHAPE)**

DSN: 423-5886

Comm: (00) 32 (0) 65-44-5886

##### **Hospital (local) Ambrose Pare**

Comm: (00) 32 (0) 65 392911/2

##### **Police (Belgian Gendarme at SHAPE)**

Comm: (00) 32 (0) 65-443334

##### **Police (International at SHAPE)**

DSN: 423-5353

Comm: (00) 32 (0) 65-44-5353

##### **Police (MP Desk at Chièvres Air Base, Belgium)**

DSN: 361-5301

Comm: (00) 32 (0) 68 27-5301

##### **Provost Marshal (at Chièvres Air Base, Belgium)**

DSN: 361-5162

Comm: (00) 32 (0) 68 27-5162

##### **Red Cross (at Spangdahlem Air Base, Germany, Germany)**

DSN: 452-9440

Comm: (00) 49 (0) 6565-61-9440

After Hours: (00) 49 (0) 1602-35-9953 or

(00) 49 (0) 7031-15-2334

## **Norfolk, Virginia**

Fort Monroe, Soldier and Family Support Center

Comm: (757) 788-3878/3993

[www.acsmonroe.org](http://www.acsmonroe.org)

Army Community Services (ACS)

Comm: (877) 234-1539

## **Northwood & London, United Kingdom**

Ambulance

DSN: 234-7777

Comm: (00) 44 (0) 172-686-7777

Army Community Services (ACS)

DSN: 234-3574

Comm: (00) 44 (0) 172-686-3574

Chaplain

DSN: 234-3584

Comm: (00) 44 (0) 172-686-3584

After Hours DSN: 234-3584

After Hours Comm: (00) 44 (0) 172-686-3584

Department of Defense Schools (DoDDS)

US Kindergarten/Pre-School

DSN: 234-1495/1496

Comm: (00) 44 (0) 172-686-1495/1496

US Elementary School

DSN: 234-1495/1496

Comm: (00) 44 (0) 172-686-1495/1496

US High School

DSN: 234-1495/1496

Comm: (00) 44 (0) 172-686-1495/1496

Fire Department

DSN: 234-7777

Comm: (00) 44 (0) 172-686-7777

Health Facility Appointments

DSN: 234-3569

Comm: (00) 44 (0) 172-686-3569

Police (MP)

DSN: 234-3328

Comm: (00) 44 (0) 172-686-3328

Provost Marshal

DSN: 234-7777/3685/3328

Comm: (00) 44 (0) 172-686-7777/ 3685/3328

## **Bonn & Ulm, Germany**

Army Community Services (ACS)

DSN: 430-7117

Comm: (00) 49 (0) 711-7228-7117

Chaplain

DSN: 430-5280

Comm: (00) 49 (0) 711-7228-5280

After Hours DSN: 430-1370

After Hours Comm: (00) 49 (0) 711-7228-1370

Department of Defense Schools (DoDDS)

US Kindergarten/Pre-School

DSN: 430-5200

Comm: (00) 49 (0) 711-7228-5200

US Elementary School

DSN: 430-5200

Comm: (00) 49 (0) 711-7228-5200

US High School  
DSN: 430-7279  
Comm: (00) 49 (0) 711-7228-7279

Fire Department  
DSN: 430-1117  
Comm: (00) 49 (0) 711-7228-1117

Police (MP)  
DSN: 430-1380  
Comm: (00) 49 (0) 711-7228-1380

Provost Marshal  
DSN: 430-1780  
Comm: (00) 49 (0) 711-7228-1780

Red Cross for Bonn (at Spangdahlem Air Base, Germany)  
DSN: 452-9440  
Comm: (00) 49 (0) 6565-61-9440  
After Hours: (00) 49 (0) 1602-35-9953 or  
(00) 49 (0) 7031-15-2334

Red Cross for Ulm (at Stuttgart, Germany)  
DSN : 431-2334  
Comm: (00) 49 (0) 07031-15-334

## **Lille, France (RRC-FR)**

Senior National Representative (SNR)	0033-32-81-45280 0033-32-81-44894
Northern Law Center Lawyer for France	32-65-4868/4604 DSN: 423-4868/4604

## **Useful Websites**

[www.usarmy.mil](http://www.usarmy.mil)

[www.navy.mil](http://www.navy.mil)

[www.usafe.af.mil](http://www.usafe.af.mil)

<https://mypay.dfas.mil/mypay.aspx>

[www.usanato.army.mil](http://www.usanato.army.mil)

[www.shapeonline.net](http://www.shapeonline.net)

[www.shap-hs.eu.dodea.edu](http://www.shap-hs.eu.dodea.edu) or [www.shap-es.eu.dodea.edu](http://www.shap-es.eu.dodea.edu)

[www.acsmonroe.org](http://www.acsmonroe.org)

[www.hqusareur.army.mil](http://www.hqusareur.army.mil)

[www.eucom.mil/english/index.asp](http://www.eucom.mil/english/index.asp)

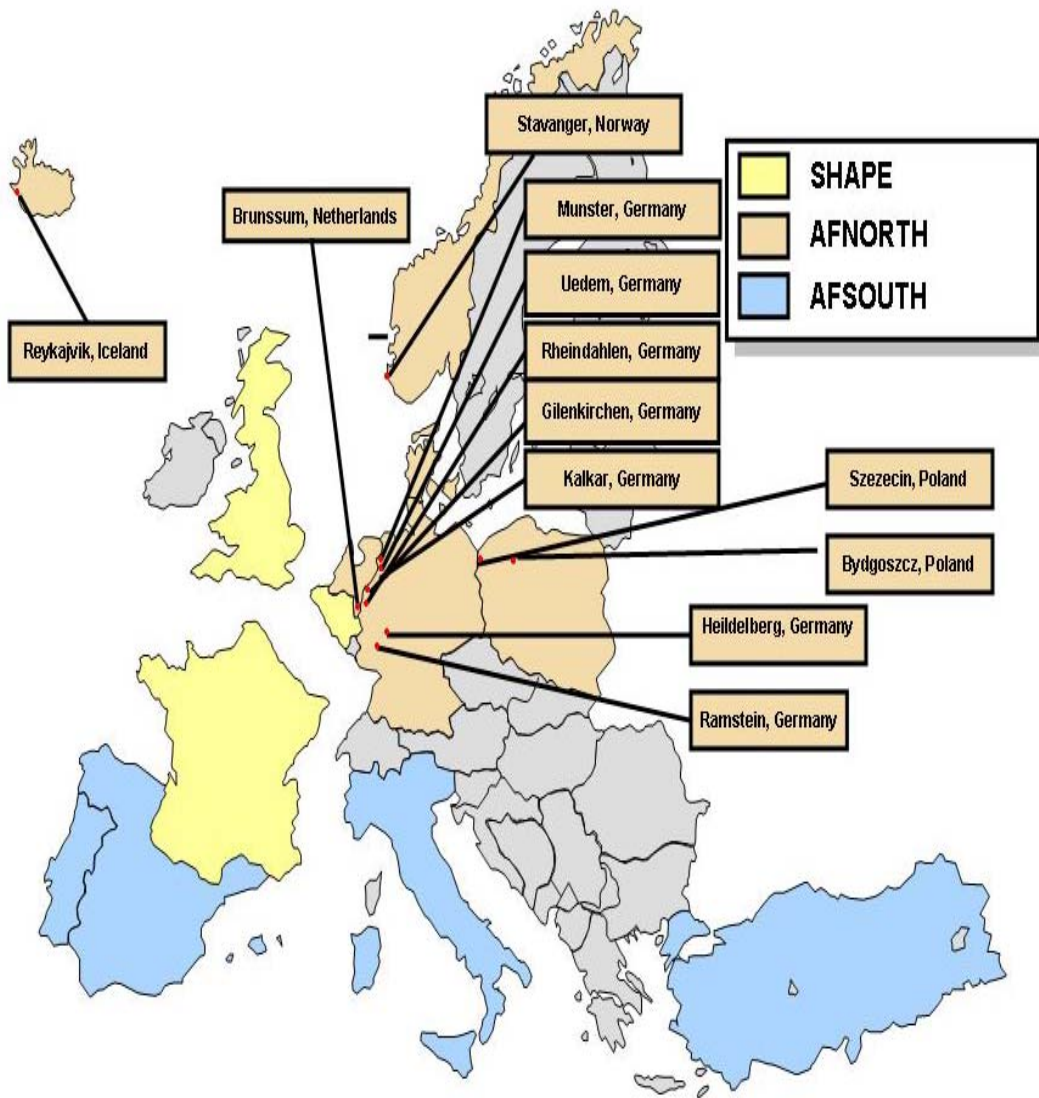
[www.healthcare.hqusareur.army.mil](http://www.healthcare.hqusareur.army.mil)

[www.c6f.navy.mil](http://www.c6f.navy.mil)

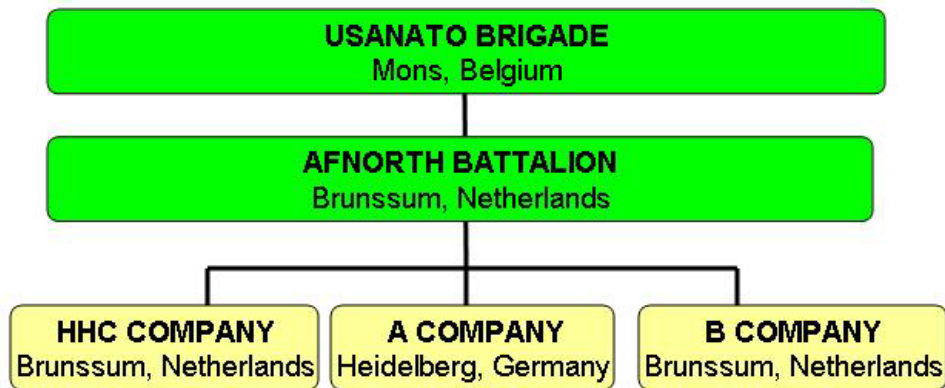
[www.usagbenelux.eur.army.mil/sites/local](http://www.usagbenelux.eur.army.mil/sites/local)

## AFNORTH BATTALION

**Battalion Mission:** Exercise command and control; provide administrative and logistical support; maintain trained and ready Soldiers; deploy and redeploy Soldiers; support force protection and quality of life issues for US Army Soldiers and family members assigned in support of AFNORTH Battalion and NATO.



**Organization Structure:** AFNORTH Battalion headquarters is in Brunssum, The Netherlands. Soldiers are located in five countries at twelve sites; Brunssum, The Netherlands; Gilenkirchen, Heidelberg, Kalkar, Munster, Ramstein, Rheindahlen, and Uedem, Germany; Reykjavik, Iceland; Stavanger, Norway; and Szczecin and Bydgoszcz, Poland.



### **AFNORTH Battalion Contact List**

#### **Office of the Battalion Commander & Command Sergeant Major**

DSN: 364-4828

Comm: (00) 31 (0) 43-328-4828

#### **Family Readiness Support Assistant (FRSA):**

DSN: 364-3642

Comm: (00) 31 (0) 45-526-3642

[afnorthbnfrsa@eur.army.mil](mailto:afnorthbnfrsa@eur.army.mil)

#### **HHC Commander & First Sergeant**

DSN: 364-2169

Comm: (00) 31 (0) 45-526-2169

#### **Alpha Company Commander & First Sergeant**

DSN: 364-4828

Comm: (00) 31 (0) 43-328-4828

#### **Bravo Company Commander & First Sergeant**

DSN: 374-8520

Comm: (00) 49 (0) 6221-398-520

### **AFNORTH Soldier and Family Readiness Group (SFRG)**

The AFNORTH Soldier and Family Readiness Group are actively working to support our Soldiers and families. This SFRG exists to:

**Prepare:** We promote self-reliance in preparation for separation from our Soldiers, whether to National Training Center (NTC), a field training exercise, or operational deployment.

**Support:** Both the single Soldier and family members who have needs when it comes to long Temporary Duty (TDYs), training, or even a deployment. This SFRG is prepared to handle all of those situations, plus many others. NO ONE who wants the support will ever be without it.

**Unite:** As you will find, this area is a geographically unique assignment. You are not always close to American neighbors and sometimes getting to know people is a challenge. The SFRG promotes cohesiveness and knows that we



are each others best resources. From finding out the differences between NATO and US Army, to knowing the fastest route between the base and Schinnen, to knowing the best place to get a pizza or buy furniture, the SFRG is a great way to get information and form great relationships. We have SFRG meetings monthly. You are always welcome! The meetings last no more than one hour and focus on important information, events and activities happening in our unit and around Europe. After the informational part of the meeting, we have a time of visiting and eating. Children are welcome. Watch for our newsletter. Essentially, the SFRG strives to be a great resource for Soldiers and families in this unit. See you at the next meeting!

## **Community Service**

### **Brunssum & Schinnen, The Netherlands**

Army Community Service (ACS) at Schinnen

DSN: 360-7500

Comm: (00) 31 (0) 46-443-7500

Chaplain at Schinnen

DSN: 364-3902

Comm: (00) 31 (0) 45-526-3902

Civilian Personnel Advisory Center (CPAC) (at Chièvres Air Base, Belgium)

DSN: 361-5422

Comm: (00) 32 (0) 68-27-5422

US Clinic at Geilenkirchen and Local Hospitals

Comm: (00) 49 (0) 245-199-3200

Triborder Civilian Hospitals

Atrium Medisch Centrum, Heerlen, The Netherlands

Comm: (00) 31 (0) 45-576-6666

Atrium Medisch, Brunssum, The Netherlands

Comm: (00) 31 (0) 45-527-9999 (no after-hours emergency services)

Maasland Ziekenhuis, Sittard, The Netherlands

Comm: (00) 31 (0) 46-459-7777

St. Elisabeth Krankenhaus, Geilenkirchen, Germany

Comm: (00) 49 (0) 2451-6220

Städtisches Krankenhaus, Heinsberg, Germany

Comm: (00) 49 (0) 2452-1880

Legal

DSN: 364-6204

Comm: (00) 31 (0) 45-563-6204

Military Police (MP)

DSN: 360-7555/7228

Comm: (00) 31 (0) 46-443-7555/7228

Police (local): 112

Red Cross (at Spangdahlem Air Base, Germany)

DSN: 452-9440

Comm: (00) 49 (0) 6565-61-9440

After Hours: (00) 49 (0) 1602-35-9953 or

(00) 49 (0) 7031-15-2334

Department of Defense Schools (DoDDS)

US Elementary: Comm: (00) 31 (0) 45-527-8251

US High School: Comm: (00) 31 (0) 45-527-8560

### **Heidelberg, Germany**

Army Community Service (ACS)

DSN: 370-6975

Comm: (00) 49 (0) 622-167-6975

Chaplain

DSN: 379-6190

Comm: (00) 49 (0) 622-167-6190

Civilian Personnel Advisory Center (CPAC)

DSN: 370-8514

Comm: (00) 49 (0) 622-117-8514

Hospital

DSN: 371-2751

Comm: (00) 49 (0) 622-117-2751

Legal

DSN: 373-5058

Comm: (00) 49 (0) 622-167-5058

Police (local): 114

Comm: (00) 49 (0) 622-167-8114

Red Cross

DSN: 371-2435

Comm: (00) 49 (0) 622-117-2435

Department of Defense Schools (DoDDS)

Comm: (00) 49 (0) 622-176-8081

## **Rheindahlen, Germany**

Army Community Service (ACS) at Schinnen

DSN: 360-7500

Comm: (00) 31 (0) 46-443-7500

Chaplain

DSN: 364-3902

Comm: (00) 31 (0) 45-526-3902

Civilian Personnel Advisory Center (CPAC) (at Chièvres Air Base, Belgium)

DSN: 361-5422

Comm: (00) 32 (0) 68-27-5422

US Clinic at Geilenkirchen and Local Hospitals

Comm: (00) 49 (0) 245-199-3200

Civilian Hospitals

St. Elisabeth Krankenhaus, Geilenkirchen, Germany

Comm: (00) 49 (0) 2451-6220

Städtisches Krankenhaus, Heinsberg, Germany

Comm: (00) 49 (0) 2452-1880

Police: 112

Red Cross (at Spangdahlem Air Base, Germany)

DSN: 452-9440

Comm: (00) 49 (0) 6565-61-9440

After Hours: (00) 49 (0) 1602-35-9953 or

(00) 49 (0) 7031-15-2334

Department of Defense Schools (DoDDS)

US Elementary:

Comm: (00) 31 (0) 45-527-8251

US High School:

Comm: (00) 31 (0) 45-527-8560

## **Munster, Germany**

Army Community Services (ACS) (at Schinnen, Germany)

DSN: 360-7500

Comm: (00) 31 (0) 46-443-7500

Chaplain

DSN: 364-3902

Comm: (00) 31 (0) 45-526-3902

Civilian Personnel Advisory Center (CPAC) (at Chièvres Air Base, Belgium)

DSN: 361-5422

Comm: (00) 32 (0) 68-27-5422

US Clinic at Geilenkirchen and Local Hospitals

Comm: (00) 49 (0) 245-199-3200

#### Civilian Hospitals

St. Elisabeth Krankenhaus, Geilenkirchen, Germany

Comm: (00) 49 (0) 2451-6220

Städtisches Krankenhaus, Heinsberg, Germany

Comm: (00) 49 (0) 2452-1880

#### Legal

DSN: 364-6204

Comm: (00) 31 (0) 45-563-6204

Police (local): 112

Red Cross (at Spangdahlem Air Base, Germany)

DSN: 452-9440

Comm: (00) 49 (0) 6565-61-9440

After Hours: (00) 49 (0) 1602-35-9953 or

(00) 49 (0) 7031-15-2334

Department of Defense Schools (DoDDS)

US Elementary:

Comm: (00) 31 (0) 45-527-8251

US High School:

Comm: (00) 31 (0) 45-527-8560

### **Ramstein, Germany**

Army Community Service (ACS) (at Kaiserslautern)

DSN: 489-6511

Comm: (00) 49 (0) 631-411-6511

Chaplain

DSN: 489-6747

Comm: (00) 49 (0) 631-411-6747

Civilian Personnel Advisory Center (CPAC)

DSN: 489-7262

Comm: (00) 49 (0) 631-536-7262

Hospital

DSN: 486-8106

Comm: (00) 49 (0) 637-186-8106

Legal

DSN: 483-8848

Comm: (00) 49 (0) 631-411-8848

Police (local)

DSN: 489-7444

Comm: (00) 49 (0) 631-441-7444

Red Cross (at Ramstein)

DSN: 480-2171/5464

Comm: (00) 49 (0) 6371-47-2171/5464

Red Cross (at Kaiserslautern)

DSN: 483-8722/8702

Comm: (00) 49 (0) 631-411-8722/8702

Department of Defense Schools (DoDDS)

DSN: 489-6339

Comm: (00) 49 (0) 631-441-6339

### **Stavanger, Norway**

Army Community Service (ACS)

DSN: 224-0580

Comm: (00) 47 (0) 051-95-0580

Chaplain

DSN: 224-0559

Comm: (00) 47 (0) 051-95-0559

Civilian Personnel Advisory Center (CPAC) (at Chièvres Air Base, Belgium)

DSN: 423-4868

Comm: (00) 32 (0) 65-44-4868

Legal

DSN: 364-6204

Comm: (00) 31 (0) 45-563-6204

Police (local): 112

Red Cross

DSN: 423-4008

Comm: (00) 32 (0) 051-95-4008

Department of Defense Schools (DoDDS)

DSN: 224-0527

Comm: (00) 47 (0) 051-95-05247

## **Bydgoszcz, Poland (JFTC)**

NSE 0048-52-378-2420

IVSN: \*1-048-412422/420

Gov't Cell: 0048-667-672-140

Translator Gov't Cell: 0048-667-672-150

Mailing Address: JFTC US NSE

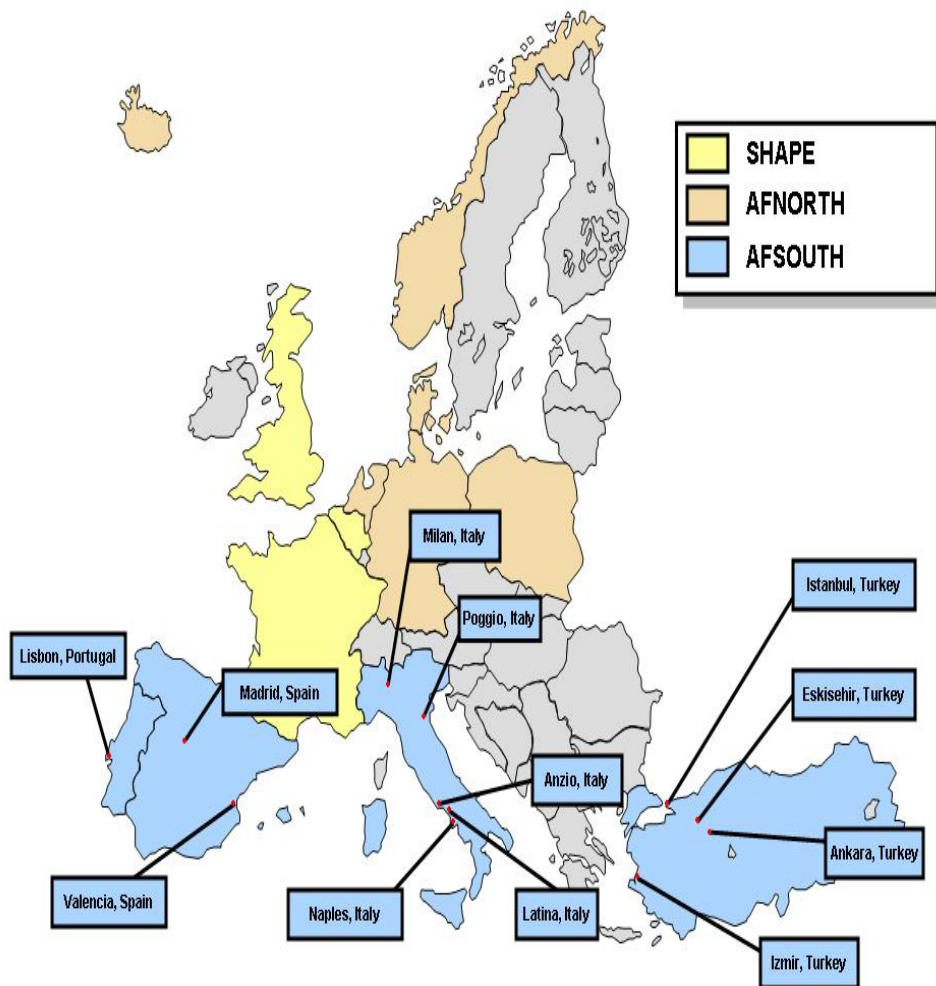
APO AE 09743

## **Szczecin, Poland (MNC-NE)**

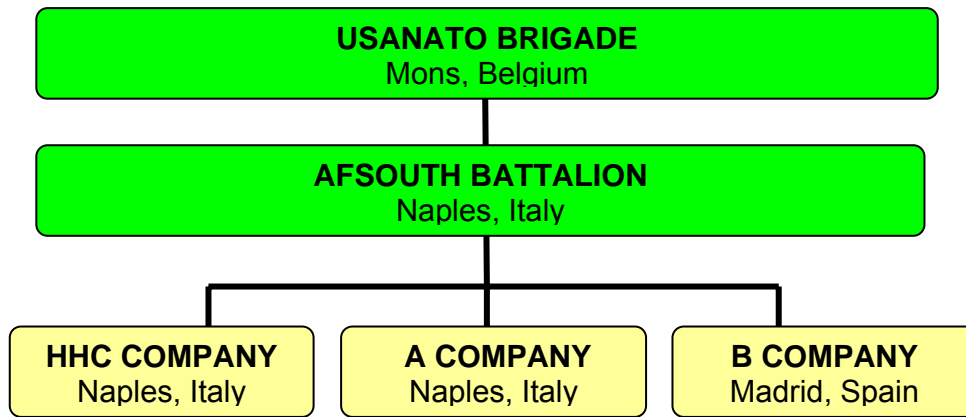
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## AFSOUTH BATTALION

**Battalion Mission:** Exercise command and control; provide personnel and administrative support; maintain trained and ready Soldiers and coordinate to ensure the protection and quality of life of US Army Soldiers, civilians and family members assigned in support of NATO.



**Organization Structure:** AFSOUTH Battalion headquarters is located in Naples, Italy. Our Soldiers are located in five countries and eleven sites: Naples, Latina, and Milan, Poggio Renatico Italy; Ankara, Eskisehir, Izmir, and Istanbul, Turkey; Madrid and Valencia, Spain; and Lisbon, Portugal.



### **AFSOUTH Battalion Contact List**

#### **Office of the Battalion Commander & Command Sergeant Major**

DSN: 640-2855

Comm: (00) 39 (0) 81-721-2855

#### **Family Readiness Support Assistant (FRSA):**

[afsouthbnfrsa@eur.army.mil](mailto:afsouthbnfrsa@eur.army.mil)

#### **HHC Commander & First Sergeant**

DSN: 640-2874

Comm: (00) 39 (0) 81-721-2874

#### **Alpha Company Commander & First Sergeant**

DSN: 640-2874

Comm: (00) 39 (0) 81-721-2874

#### **Bravo Company Commander & First Sergeant**

Comm: (00) 34 (0) 91-512-0558

Cell: (00) 34 (0) 696-21-6423

### **AFSOUTH Family Readiness Group (FRG)**

The FRGs of Allied Forces Southern Europe are headed by dedicated family members and Soldiers. Our FRGs exists to support the Soldiers and families of AFSOUTH. In order to serve our families and single Soldiers alike we hold monthly meetings, schedule and plan social events and publish a newsletter to keep all informed of upcoming events.

We hope that you and your family will get involved with FRG in your area. FRG is where new and lasting friendships are born. We look forward to meeting you.

## Community Services

### Naples, Italy

Army Community Service (ACS):

DSN: 626-3913

Comm: (00) 39 (0) 81-568-3913

On-Call Chaplain:

DSN: 626-6613

Comm: (00) 39 (0) 335-640-6613

Fleet and Family Support Center:

DSN: 758-6372

Comm: (00) 39 (0) 81-811-6372

Hospital:

DSN: 758-6000

Comm: (00) 39 (0) 81-811-6000

### Vicenza, Italy

Army Community Service (ACS):

DSN: 634-7500/8525

Comm: (00) 39 (0) 444-717500

On-Call Chaplain:

Comm: (00) 39 (0) 4444-717519

Department of Defense Schools (DoDDS)

DSN: 634-8460

Comm: (00) 39 (0) 444-718460

Police:

DSN: 634-7114

Comm: (00) 39 (0) 444-71-7114

On-Post: 114

Hospital:

DSN: 634-8384

Comm: (00) 39 (0) 444-92-8166

Legal:

DSN: 634-7041

Comm: (00) 39 (0) 444-717041

### Lisbon, Portugal

First Responders/Police: 112

Hospital:

Comm: (00) 34 95682-3305

Legal:

Comm: (00) 34 (0) 95682-2870

Red Cross (at Spangdahlem Air Base, Germany)

DSN: 452-9440

Comm: (00) 49 (0) 6565-61-9440

After Hours: (00) 49 (0) 1602-35-9953 or

(00) 49 (0) 7031-15-2334

On-Call Chaplain:

Comm: (00) 34 (0) 91-512-0573

Fleet and Family Support Center:

Comm: (00) 34 (0) 95682-3232

### Madrid, Spain

Department of Defense Schools (DoDDS)

Comm: (00) 34 (0) 91740-1900

TRICARE:  
Comm: (00) 34 (0) 91512-1377  
First Responders/Police: 112  
Hospital:  
Comm: (00) 34 (0) 95682-3305  
Legal:  
Comm: (00) 34 (0) 95682-2870  
Red Cross:  
Comm: (00) 34 (0) 95682-2333  
On-Call Chaplain:  
Comm: (00) 34 (0) 91-512-0573

## **Valencia, Spain**

First Responders/Police: 112  
Hospital:  
Comm: (00) 34 (0) 95682-3305  
Legal:  
Comm: (00) 34 (0) 95682-2870  
Red Cross (at Spangdahlem Air Base, Germany)  
DSN: 452-9440  
Comm: (00) 49 (0) 6565-61-9440  
After Hours: (00) 49 (0) 1602-35-9953 or  
(00) 49 (0) 7031-15-2334  
On-Call Chaplain:  
Comm: (00) 34 (0) 91-512-0573

## **Istanbul, Turkey**

First Responders  
DSN: 672-3551  
Comm: (00) 90 (0) 212-276-8418  
Hospital:  
Comm: (00) 90 (0) 212-311-2000  
Police (local): 115  
Red Cross (at Spangdahlem Air Base, Germany)  
DSN: 452-9440  
Comm: (00) 49 (0) 6565-61-9440  
After Hours: (00) 49 (0) 1602-35-9953 or  
(00) 49 (0) 7031-15-2334

## **Izmir, Turkey**

Army Community Services (ACS)  
DSN: 675-3249  
Comm: (00) 90 (0) 232-462-3720/3249  
Chaplain  
DSN: 675-3201  
Comm: (00) 90 (0) 232-462-3720 x3201  
Civilian Personnel Advisory Center (CPAC)  
DSN: 675-3403  
Comm: (00) 90 (0) 232-462-3720 x3403  
First Responders  
DSN: 675-1110 x1722  
Hospital  
Medical Aid Station  
DSN: 675-3236  
Sagik Hospital  
Comm: (00) 90 (0) 232-463-7700  
Legal  
DSN: 675-3345  
Comm: (00) 90 (0) 232-462-3720 x3345



Police (local)

DSN: 675-3222/3223

Comm: (00) 90 (0) 232-462-3720

Red Cross

DSN: 676-6639

Comm: (00) 90 (0) 322-316-6639

After hours assistance will be provided by Incirlik Red Cross

Department of Defense Schools (DoDDS)

Comm: (00) 90 (0) 232-252-2052

## MANAGING DEPLOYMENT

In USANATO, families are an integral part of the command's readiness plan. Mission readiness and effectiveness are high priorities for our commanders. Soldiers and family members should understand that family readiness is a mutual responsibility shared with the command, Family Readiness Group (FRG), Family Readiness Support Assistant (FRSA) and varying community services agencies. This section provides basic guidelines and information to help deploying Soldiers, civilians, and their family members prepare for and cope with separation. Taking care of family business before deployment helps relieve the concerns of family members and prevents Soldiers and civilians from becoming distracted from their mission while deployed.

There are many legitimate concerns during deployment. No question is trivial. No concern is unimportant. Long-term deployments can be very stressful and challenging for both the deploying Soldiers and DA civilians, and especially for the family members who remain behind. The most important thing that you should know is that you are never alone during a deployment. Your chain of command, the chaplaincy, the medical community, and the Army Community Service (ACS) or its equivalent are among a handful of caring agencies in the Army support structure that are available to help during the long separation. Collectively we are prepared to help answer concerns and questions such as, *Will my spouse be the same when returning from a combat zone? Will we be able to communicate with each other? Will our relationship endure the months of separation? Will our children be able to handle the time away from Mom or Dad? Am I equipped to handle all the financial responsibilities? What happens if my spouse gets hurt? Can I count on the rear detachment to help me if there is a problem?*

To be in the best posture for a deployment, every family unit must be prepared to make numerous decisions regarding the family's well-being to ensure that the period of separation is manageable and productive. This USANATO family deployment guide is one of many resources available that can assist you and your family in managing a deployment successfully. Some things to keep in mind as you plan for your spouse's deployment:

- Know the various financial obligations your family has and budget accordingly.
- Know how you are going to receive your spouse's financial support. (Depending on the circumstances, financial assistance or emergency aid may be obtained from the local Red Cross or Army Emergency Relief.)
- Know what security precautions you should take.
- Be familiar with the support services offered in your community or by your command.
- Get involved with your unit's Family Readiness Group.
- Never hesitate to ask for assistance. The command is here to assist and support.

The purpose of this section is to provide basic information to help you prepare your family for a deployment. You can also visit your local community services office like Army Community Service (ACS), Air Force Family Support Centers (FSC), Fleet and Family Support Programs (FFSP), or contact your FRG for more information on what to expect and the best way to prepare for a deployment.

The following resources may also be useful to family members:

- Community services brochures that list classes and support offered to family members.
- Allotment forms (provided by the servicing finance office).
- Army Family Readiness Handbook (available at most community services agencies).
- Brochures and pamphlets that provide ways to deal with stress and separation.
- Family Readiness Group (FRG) information (available training and calendar of events).
- Information on childcare and medical services (where and when they are available).
- A list of local activities for children and other family members.
- Power-of-Attorney forms (provided by the servicing legal assistance office).
- Printed programs or agendas of the briefing.
- Release forms for disclosing information under the Privacy Act.

- Will forms (provided by the servicing legal assistance office).

**Family Deployment Checklist.** Although extended deployments are never easy on the family, the hardships need not be increased by failure to plan ahead. A carefully prepared and executed pre-deployment checklist can save you and your family from giant headaches in the future. It is very important for you, as a military family, to have certain documents in your possession. Military spouses are often required to take over the family during the sponsor's absence; therefore, it is important that both of you sit down together to gather information and documents named in this checklist. You are encouraged to keep originals or copies of all listed documents in a special container (safety deposit box) in a location you can find immediately and is known to both you and the sponsor. Some sample documents on the checklist include:

- Marriage Certificate.
- Birth Certificates of all family members.
- Divorce Papers.
- Death Certificates.
- Medical (shot) and Dental Records of all family members (including pets).
- Citizenship/Naturalization Papers/Green Cards.
- Adoption Papers.
- Passports, Visas (remove only when needed for international travel).
- Insurance policies (Company, Policy numbers and Amount of Payment).
- Real Estate Documents (leases, mortgages, deeds, or promissory notes).
- Copies of installment contracts and loan papers.
- Current list of immediate next-of-kin, personal lawyer, trusted friend (include phone numbers and address).
- Car title (registration should be in car).
- Last LES (Leave Earning Statement).
- DD Form 214, Certificate of Release or Discharge From Active Duty.
- Allotments (updated with correct amount, name, address, and account numbers).
- Social Security Number (SSN) of each family member (SSN card also).
- Current address and telephone numbers of immediate family members of both spouses.
- Family Care Plans (FCPs). FCPs are prepared by single and dual-military parents to make provisions for their children during deployment. FCPs are part of Soldier in-processing. The Soldier and commander should review and update it as needed during the deployment process.

**The following should be completed prior to deployment:**

- Informed of rights, benefits, assistance available for next-of-kin.
- Family budget and business arrangements.
- DD Form 93, Record of Emergency Data Card updated in Military Personnel Record.
- Joint checking/savings account arranged (list all account numbers).
- Parents informed of how to make contact in case of emergency.
- Armed Forces ID Cards (renew if ID card expires within next 3 months).

**Financial:**

- Who will have the checkbook and who will have the cash card? Remember it will take a week or longer for mail to be forwarded to the spouse's new duty station. Plan on paying bills timely.
- What types of accounts does the family have with what banks? Do the current accounts allow family members access to funds?
- Where are the bank books and account numbers?
- Are all the credit card numbers written down and in a safe place? Are the numbers and company addresses recorded in case of loss or theft?

- Are you knowledgeable about check writing? How will you determine if there are insufficient funds and what is your plan in case this happens?
- If allotments or check to the bank are delayed who can you contact?
- Consider a deploy only account for the military spouse to use, via allotment to ensure 2 members are not drawing upon the same savings or checking account.

### **Emergency Services:**

- Red Cross/Army Emergency Relief (AER).
- Medical facilities/TRICARE.
- Army Community Service (ACS).
- Legal Assistance Office.
- Security check on house.
- Problems with cars, household and appliances identified and resolved.
- Power-of-Attorney.

**General:** Allows holder to act in all matters on sponsor's behalf.

**Special:** Allows holder to act on sponsor's behalf in special transactions.

**Medical:** Authorizes holder to obtain medical care for family members under 18 years of age.

- Wills for both spouses.
- Orders.
- Copy of DD Form 93, Record of Emergency Data Card.
- List of all credit cards and account numbers.
- AAFES Deferred Payment Plan (DPP): spouse must be listed as an authorized user or hold sponsor's General Power-of-Attorney.
- Federal and State Income Tax Returns (retain records only if you sold a house in the last 5 years).

### **Managing Separation:**

- Take good care of yourself.
- Make sure you eat right.
- Shop and cook for nutrition.
- Get enough rest.
- Make time for physical exercise. Walk daily; join an aerobics class, jog, bowl, or engage in some form of physical activity. Do it for you, your spouse and family.
- Avoid trying to do everything yourself.
- Take advantage of military community support.

**Family Readiness Group during Deployment.** The FRG is especially important during deployment, particularly to support the special needs of family members. The FRG maintains the deployment family-readiness information sheets in the company orderly room to help each Soldier's family during deployments. These information sheets include the following:

- Names, addresses and telephone numbers of the next-of-kin.
- Dependent children's names, addresses and telephone numbers.
- Special medical requirements of family members.
- The language spoken by the family.

## **DEPLOYMENT SUPPORT SERVICES**

### **Counseling Assistance**

The Army offers a telephonic counseling service called Army One Source (AOS). If you need someone to talk with, do not hesitate to call and get the confidential and professional support you want, when you need it. AOS is a free service available for everyone who has deployed or been affected by deployments in support of Operation Iraqi Freedom, Operation Enduring Freedom, and Operation Noble Eagle. This is in addition to the regular counseling from Army Community Service, the chaplain's office and the hospital. AOS provides 24-hour, 7-days-a-week, toll-free information. **The OCONUS number is (access code) 00-800-464-81077 (dial all 13 digits) and is free of charge to callers. Calls may also be made collect to 484-530-5889.**

A highly trained professional staff is ready to provide assistance and to give customized information for your special needs. The staff is able to respond to anyone's needs regardless of primary language, cultural background, or physical challenges, such as hearing or vision problems. The staff is supported by an immediate translation service that allows Soldiers, DA civilians and family members to speak with a counselor in the language they are most comfortable with while a translator is on the line.

AOS provides information ranging from day-to-day concerns to deployment and reunion problems. If there is a need for face-to-face counseling, AOS will arrange for counselors here in theater. Personal counseling is provided through Army in Europe marriage and family counselors. All family members of deployed Soldiers and civilians have the opportunity to use AOS anywhere, anytime, and can remain anonymous if they want. The staff focuses on privacy and will discuss the limits of that privacy with the caller upfront. There may be times when complete privacy is not possible, but the staff will explain what those limits are when necessary.

Suicide Prevention Help Card	
<p><b>Suicide Warning Signs</b></p> <ul style="list-style-type: none"> <li>• appears depressed: sad, tearful, poor sleep, poor appetite, hopeless</li> <li>• threatens suicide</li> <li>• talks about wanting to die</li> <li>• shows changes in behavior, appearance, mood</li> <li>• abuses drugs, alcohol</li> <li>• experienced significant loss</li> <li>• deliberately injures self</li> <li>• giving away possessions</li> <li>• recent breakup in a relationship</li> </ul>	<p><b>What To Do</b></p> <p><b>Provide A I D:</b></p> <p><b>Ask.</b> Don't be afraid to ask "Are you thinking about hurting yourself?"</p> <p><b>Intervene</b> immediately.</p> <p><b>Don't</b> keep it a secret.</p> <p>Follow the acronym <b>L I F E:</b></p> <p><b>Locate help:</b> Staff duty officer, chaplain, doctor, nurse, friend, family, crisis line, hospital emergency room.</p> <p><b>Inform:</b> Chain of command of the situation.</p> <p><b>Find:</b> Someone to stay with the person—<b>Do not leave the person alone.</b></p> <p><b>Expedite:</b> Get help immediately. A suicidal person needs immediate attention by helpers.</p>

## Chapel Telephone Roster

Ansbach	467-1570
Aviano, Italy	632-5211
Babenhausen	348-3819
Bamberg	469-1570/8719
Brussels	368-9677
Chièvres	361-5381
Darmstadt	348-6512
Friedberg	324-3508
Giebelstadt	352-7407
Gießen	343-8020
Grafenwöhr	475-1570/7142
Hanau	322-1570
Heidelberg MTV	370-1570
Heidelberg PHV	379-6596
Hohenfels	466-1570
Illesheim	467-4642
Kaiserslautern	480-6148
Kitzingen	350-1570
Landstuhl	486-8399
Mannheim	380-9448
Naples, Italy	625-5615
Patch Barracks	430-5000
Ramstein/Vogelweh/Sembach	489-6859
Rota, Spain	727-2161
Schweinfurt	354-6250
Vicenza, Italy	634-7719
Vilseck	476-1570/2879

## Medical Care

**Medical Support in Iraq.** Soldiers and civilians deploying to Iraq have the best medical and dental support any Army has ever experienced. It starts with the individual deploying with the protection of immunizations and training in buddy aide. Soldiers will also be supported by a combat medic who is better trained and equipped than any corpsman of the past. American military healthcare in Iraq, Afghanistan, Kuwait and neighboring countries is provided in the following areas:

- Comprehensive medical capabilities.
- Combat stress control.
- Dental.
- Ground and air evacuation.
- Medical logistics.
- Preventive medicine.
- Veterinary.

If necessary, the Air Force Evacuation System is prepared to immediately transfer patients to anywhere in the world.

**Medical Care For Remaining Soldiers and Family Members.** The United States Army Europe Regional Medical Command will continue to provide high-quality care for Soldiers and families. Hospitals and community health clinics of the Army in Europe will offer the same accessible health and dental care. This includes the following:

- Primary care.
- Specialty care.

- Labor and delivery.
- Inpatient ward.
- Mental-health services.

**Pregnancy or Incapacitation.** Being deployed overseas presents many issues for the Soldiers and their families. When the spouse of a Soldier becomes pregnant or incapacitated and needs emotional or actual assistance, the physical location overseas negatively compounds the situation. It can be worse when the Soldier is on a long deployment. Following are some hints that may help:

- Ensure you have a valid family care plan (FCP).
- Include a spouse FCP in case the spouse needs support due to emergencies. Include provisions for relatives to come in and provide support.
- Contact your patient liaison at your local MTF.
- Contact your local ACS Information and Referral Program manager for possible referral services.
- Contact your TRICARE hotline to see what TRICARE can and cannot support.
- Contact FRG members; they may be able to help in an emergency.
- Contact the unit or organization commander and inform him or her in advance of any elective surgery and potential support needed.
- Save contingency funds to pay for family-member travel from the United States. These costs are considered personal, as are any costs related to in-home domestic services, such as housekeeping.
- If your surgery is elective, can you postpone it until the service member has returned and can care for you and your children?

There are available support agencies such as the Army Community Service (ACS) and other resources ready to assist. Patient liaisons are typically the front-line contact with hospitalized patients and are available to facilitate the care process. They work with military-treatment-facility case managers to help find host-nation resources (for example, medically related homecare) for patients; however, other agencies can help with this process:

- **Information and Referral Program.** The Information and Referral Program can provide contact information for services on base and in the local host-nation community.
- **Exceptional Family Member Program.** The Exceptional Family Member Program identifies family members who require special medical, psychological, or educational services. Spouses or family members with potentially life-threatening conditions, mental-health disorders, or medical care requirements above the level normally provided by a family practitioner in an outpatient-clinic setting should be screened for enrollment.
- **TRICARE Standard.** The TRICARE Standard covers homecare services on a cost-shared basis for family members of active duty military personnel and military retirees, their dependents, and their survivors.

**Exceptional Family Member Program (EFMP).** EFMP is designed to provide services to you and your family members with special needs. The care and welfare of family members is paramount to us during deployment. If you feel the special-needs condition of your family member has changed, or the needs of the exceptional family member are not being met, please contact the EFMP manager. The EFMP manager will help refer your family member for evaluation. EFMP managers are located at ACS centers in each community to help answer questions at every point of the deployment cycle.



**Deployment Health Clinic Center Helpline.** If you have any deployment-related medical questions or concerns—those having to do with physical or mental healthcare—use the Deployment Health Clinical Center Helpline to get an answer. If Deployment Health Clinical Center Helpline personnel cannot immediately answer your question, it will be forwarded to the appropriate healthcare expert. You will be contacted as soon as possible.

The Deployment Health Clinical Center Helpline is located in Washington, DC, and is manned 7:30 a.m. to 4:30 p.m. Eastern Standard Time (1:30 p.m. to 10:30 p.m. Central European Time), Monday through Friday, except on Federal and training holidays. Callers may leave a message after duty hours or when the helpline is busy. Calls will be returned the same day or on the following workday.

Toll-free and DSN numbers have been activated in Germany, Italy, Belgium, Spain, United Kingdom, Hungary, and the Netherlands to help Soldiers and family members contact the Deployment Health Clinical Center Helpline in the United States. The DSN number works from all U.S. Government telephones in Europe that support the worldwide DSN.

For family members and veterans, the DSN and toll-free numbers from Europe to the Deployment Health Clinical Center Helpline are as follows: DSN: 312-662-3577 or toll-free: 00800-8666-8666. The numbers from the United States to call the Deployment Health Clinical Center Helpline are as follows: toll-free: 1-800-796-9699 or civilian 202-782-3577 or DSN 662-3577.

When leaving a message with the helpline, callers should identify themselves and their duty location, and provide complete DSN and civilian telephone numbers, including country codes, so that calls may be successfully returned to Europe.

The helpline is for all family members of active duty Soldiers, DOD contractors, and civilians who have been deployed and who have medical questions or concerns. Military retirees may also use this service.

National Guard Soldiers and Reservists not on active duty who have medical questions or concerns related to deployment should contact the Veterans Administration helpline at 1-800-749-8387. This number is not toll free if called from outside the continental United States. More information on the Deployment Health Clinical Center may be found at <http://www.pdhealth.mil> and <http://www.deploymenthealth.mil>.

Your point of contact in Europe is at DSN 371-3317 or civilian 001-49 6221-17-3317.

## **TRICARE**

In response to the challenge of maintaining medical combat readiness while providing the best healthcare for all eligible personnel, the Department of Defense introduced TRICARE. TRICARE is a regionally managed healthcare program for active duty and retired members of the uniformed services, their families, and survivors. TRICARE brings together the healthcare resources of the Army, Navy, and Air Force, and supplements them with networks of civilian healthcare professionals to provide better access and high-quality service while maintaining the capability to support military operations. TRICARE is being implemented throughout the United States, Europe, Latin America, and the Pacific as a way to—

- Improve overall access to healthcare for beneficiaries.
- Provide faster, more convenient access to civilian healthcare.
- Create a more efficient way to receive healthcare.
- Offer enhanced services, including preventive care.
- Provide choices for healthcare.
- Control escalating costs.

## Who is Eligible for TRICARE?

- Active duty members and their families.
- Retirees and their families.
- Survivors of all uniformed services who are not eligible for Medicare.

If you have other primary healthcare insurance, TRICARE Prime may not be your best option. Health-benefits advisers are available at your local TRICARE service center (TSC) or military treatment facility to help you decide which option is best for you. TRICARE offers eligible beneficiaries three choices for their health care:

- **TRICARE Prime**, where military treatment facilities are the main source of health care.
- **TRICARE Extra**, a preferred provider option that saves money.
- **TRICARE Standard**, a fee-for-service option (the old CHAMPUS program).

The main challenge for most eligible beneficiaries is deciding which TRICARE option, Prime, Extra, or Standard, is best for them. Active duty personnel are enrolled in TRICARE Prime and pay no fees. Family members of active-duty personnel pay no enrollment fees, but they must choose a TRICARE option and apply for enrollment in TRICARE Prime. ***There are no enrollment fees for families of active-duty personnel in TRICARE Prime.***

## Important Telephone Numbers For TRICARE Information

Hospital/Clinic	DSN	Civilian
Babenhausen HC	348-3574/3313	06073-38-574/313
Bad Aibling Clinic	441-3851	08061-803851
Bamberg HC	469-7897	0951-300-7897
Baumholder HC	485-6570	06783-6-6570
Büdingen HC	321-4789/4717	06042-80-789
Butzbach HC	345-4014	06033-81-4014
Coleman HC	382-5386/4274	
Darmstadt HC	348-7379	06151-69-7379
Dexheim HC	334-5956	06133-69-956
Friedberg HC	324-3112	06031-81-3112
Giebelstadt HC	314-350-3873/2200	0931-804-3873/2200
Grafenwöhr HC	475-7152	09641-837152
Hanau HC	328-6598	06181-500-6598
Heidelberg MEDDAC	371-2362/2363	06221-17-2362/2363
Hohenfels HC	466-4528	09472-83-4528
Illesheim HC	467-4512	09841-83-512
Kaiserslautern	483-6358/6052	0631-411-6358/6052
Katterbach HC	467-2619	09802-832619
Kitzingen HC	355-8415	09321-3058415
<b>Landstuhl RMC</b>	486-6374	06371-86-6374
Livorno HC	633-7883	39-050-54-7883
Mannheim HC	380-4708	0621-730-4708
NATO Brussels HC	368-9503	32-2-717-9503
Schweinfurt HC	354-6560	09721-966560
SHAPE HC	423-5974	32-65-44-5974
Stuttgart	430-8624	0711-680-8624
Vicenza HC	634-8304	39-0444-518304
Vilseck HC	476-2026	09662-832026
Wiesbaden HC	337-5248/5070	0611-705-5248/5070
Würzburg MEDDAC	350-3873/3732	0931-804-3873

<b>If you do not know who or where to call, please call our Central Service Center in Germany:</b>		
<b>Central TRICARE Service Center</b>	<b>Staffed from 0900 to 2100 (Monday thru Friday)</b>	<b>DSN 496-7433/6320 Civilian 049-6302-67- 7433/6320</b>

### Casualty Operations

The casualty-notification process begins when the USAREUR Casualty Area Command (CAC) at 1st PERSCOM (Germany) receives an official casualty report from downrange. The information is then forwarded to the Brigade or Battalion supporting the Soldier’s unit so that the official next-of-kin (NOK) notification can be made if the NOK resides in Europe. If the NOK resides or is temporarily located in the continental United States (CONUS), the Department of the Army Casualty Branch will notify the NOK. The USAREUR goal is to notify the NOK within 4 hours after receipt of the casualty report from downrange. Methods of notifications can be either by telephone or in person, based on the severity of the Soldier’s injuries. Rumor control is key to the success of the casualty notification system.

### Red Cross Notification

If your spouse is deployed and you have an emergency that requires getting in touch with him or her, follow these directions for the fastest results: **Notify your local Red Cross office** for emergency reporting and verification services, such as for death or serious illness in the immediate family. After hours, call DSN 431-2334 or civilian 07031-115-334. The Red Cross will ask for the following:

- Soldier’s full name.
- Social security number.
- Branch of service.
- Military unit.
- Grade.
- Name of person involved in the emergency.
- Nature of the emergency.
- Name and location of the hospital (if applicable).
- Name of the attending doctor (if applicable).

Contact the rear detachment commander with the same information. If your spouse has an emergency or serious problem (such as an illness or injury), the military chain of command, the Red Cross, or a military chaplain will contact you.

### Emergency Leave Procedures

Emergency leave travel is authorized at Government expense for Soldiers and their family members to travel from outside the continental US (OCONUS) to CONUS or OCONUS to OCONUS and return, provided a true emergency leave condition exists. If a spouse wishes to travel on emergency leave at Government expense without his or her sponsor, the spouse must contact the sponsor’s unit S1 (human resource office) to validate the emergency leave request and obtain the necessary paperwork to get the travel approved. The spouse must also bring the following documents to the unit S1 to prevent any unnecessary delays:

- Sponsor's deployment order (if applicable).
- PCS orders to Europe with the names of family members or a travel-authorization message for those who did not perform concurrent travel with their sponsor
- A current passport for each traveling member.
- A current military ID card for each traveling member (if applicable).

Upon approval for Government travel for family members traveling without their sponsor, a fund-cite number will be issued to authorize travel at Government expense using commercial or Space-Available transportation (if available). Family members can then make travel arrangements through the nearest military travel office to complete emergency leave travel.

## **Postal Service**

**Prohibited Mail Items To Iraq.** The following items may not be mailed to Iraq according to the U.S. Postal Bulletin:

Mail addressed to "any service member" or with similar wording (such as "any Soldier," "any Sailor," "any Airman," or "any Marine") and mail addressed "military mail." Mail must be addressed to an individual or job title, such as "commander" or "commanding officer."

- Obscene articles, prints, paintings, cards, films, videotapes, and similar items, and horror comics and matrices.
- Any matter depicting nude or seminude persons, pornographic or sexual items, or unauthorized political materials. Although religious materials contrary to the Islamic faith are prohibited in bulk quantities, items for the personal use of the addressee are permissible.
- Pork or pork byproducts.
- Fruits, animals, and living plants.
- Alcoholic beverages, including those that may be mailed under DMM C021.
- Materials used to produce alcoholic beverages (for example, distilling material, hops, malts, yeast).

**NOTE: Express Mail Military Service (EMMS) may not be used to send items to or from Iraq.**

**Mail Size And Weight Limits.** According to the Domestic Mail Manual, the size and weight limits for mail are as follows:

- 130 inches (length and girth combined)
- 70 pounds

## **Legal/Administrative**

The family legal services office advises you and your family about personal legal affairs, including wills, powers of attorney, adoptions, name changes, landlord and tenant relations, consumer affairs, marital rights and obligations, and other legal matters. In addition, notary public services are normally available. All assistance is free. However, some legal matters involve civilian-court proceedings. Military attorneys generally may not represent you in court but can refer you to civilian attorneys or to civilian legal-service agencies that may be able to help you.

**What types of legal assistance are available to family members?** Family members may receive confidential advice and assistance for legal matters by visiting their local legal assistance office. Legal assistance offices can help family members (those authorized an ID card) with legal matters such as estate planning and wills, taxes, family law (adoption and custody overseas, enforcing child support, paternity, separation, and divorce), and consumer law (debt collection, fair credit reporting, identity theft, and consumer contracts). These offices can also provide support on some legal problems that Soldiers and their families routinely face in Europe. These include purchasing used cars or telephone services, divorce and marriage, passport questions, and dual citizenship.

Finally, these offices can notarize documents and provide powers of attorney. A power of attorney is a powerful tool that gives another person (your agent) the legal right to manage your affairs. There are two types of powers of attorney. A general power of attorney gives your agent authority to conduct all of your affairs. Using a general power of attorney, your agent could buy a car, rent a house, or sell your property. Therefore, a general power of attorney should not be given lightly or to a person that you do not know well and trust. A special power of attorney only allows your agent to perform those acts that you specify, such as the following:

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| • Ship and receive household goods | • Sell and buy a car                 |
| • Use and possess a car            | • Cash checks                        |
| • File insurance claims            | • Receive payments and settle claims |
| • Obtain medical care for children | • File taxes                         |

**How do I file our taxes?** Tax assistance, for both Federal and State taxes, can be obtained at the tax assistance centers. These centers will usually have all the necessary Federal and State tax forms and can assist in completing the forms and filing the returns, electronically in most cases. Usually, the deadline to file a tax return or to pay any tax due is extended for Soldiers deploying to a combat zone (CZ) or qualified hazardous duty area (QHDA). This extension lasts for 180 days from when the Soldier leaves the CZ or QHDA or leaves the hospital from an injury sustained in a CZ or QHDA. Deploying Soldiers and their families may file their taxes before the Soldier deploys, file while the Soldier is deployed, or file within 180 days after the Soldier returns from the CZ or QHDA. Depending on individual circumstances, family members who want to file tax returns while the Soldier is deployed may need some or all of the following documents:

• Military and family member ID card	• W-2 forms for all working family members
• A copy of last year’s State and Federal tax returns, if available	• All papers relating to rental properties
• All papers relating to self-employment	• Documentation of major charitable contributions
• Any 1099 forms received by the filers	• A specific power of attorney from the Soldier
• Social security cards for filers and family members	

**NOTE:** A family member may still be able to file a tax return on behalf of a deployed spouse without a power of attorney, but must see a tax center for assistance.

*State Tax Information and Forms.* The Web sites below provide State-specific tax information and forms. If any Web site does not work, please check the State links available at <http://www.govspot.com/tax/staterevenue.htm>.

Information on Federal taxes may be obtained at <http://www.irs.gov>.

## Public Affairs

**Dealing with the Media.** The media is always interested our Soldiers and what they are doing. Because you are the family member of a Soldier, the media is also interested in you. When dealing with the news media, remember:

- 
- You do not have to talk to the media; it is strictly voluntary. In many situations, a public affairs officer (PAO) will be present. If you do not wish to talk to the media, the PAO can help you.
- If you choose to talk to the media, talk about your experiences, you're Soldier, and your personal interests.
- All discussions with reporters are "on the record." If you do not want to read it in the paper or hear it on television, do not say it.
- Be honest, open, and forthright. If you do not know the answer to a question, simply say, "I don't know." Do not be evasive. Think about your response before you answer—you do not have to answer immediately.
- This is your opportunity to communicate to a large audience. Make your answer clear and relevant, and use examples that are easily understood (avoid using jargon and acronyms).
- Be patient, even if the reporter is aggressive or the questions seem silly. If the reporter interrupts you, pause, let the reporter finish, then continue your response.
- Do not let the reporter put words in your mouth. Do not repeat their "buzz words." You do not have to accept the reporter's facts or figures as the truth.
- Do not be afraid to ask a reporter to repeat a question.
- Most important of all, relax.

## Command Information

**Army Knowledge Online.** (AKO) can be assessed at the Weblink, [https://www.us.army.mil/portal/portal\\_home.jhtm](https://www.us.army.mil/portal/portal_home.jhtm), is a Website that provides services such as mail, instant messenger, and chat service, which can help ensure family readiness. Soldiers, civilians, spouses, family members, and Government contractors can prepare for and be able to cope with mobilization, deployments, and prolonged separations through AKO lines of communication. AKO is a Government system for use by AKO full-account holders and AKO guest-account holders (by sponsorship). Information on AKO and how to sign up or sponsor someone should be provided by individual chains of command, family readiness groups, family assistance centers, and Army Community Service.

**Message Boards/Send a Message To Our Soldiers.** The Army is providing an opportunity to send a message of support to Soldiers who are serving in the Global War on Terrorism. This Website, at <http://www.army.mil/toourSoldiers/messages/1.html>, has been established as an alternative to traditional postal mail service to allow individuals to post a message to an individual Soldier, group, or unit serving. Though the program has proved tremendously popular, it is not designed to be a letter-writing service, instant-messaging service, e-mail service, bulletin board, or general chat service. These messages are viewed individually and edited or deleted based on content. Profanity and violations of operational security, privacy, and propriety will not be posted. The intent is for Soldiers around the world to appreciate your thoughts and feelings of support.

## Emergency Work Order Number

Below is a list of DPW telephone numbers. For after-hour emergencies, call the local services number (fire/police).

Location	Duty-Hours Emergency	Telephone Number (DSN)	Telephone Number (Civilian )	After-Hours Emergency (DSN)	Telephone Number (Civilian)

Ansbach		DSN 467-2133	09802-832-133	DSN 115	09802-832-115
Bamberg		DSN 469-8887	0951-300-8887	DSN 115	0951-300-115
Baumholder		485-7585/6137/7377	06783-6-7585	DSN 115	06783-6-115
Chièvres		361-5404	32-68-27-5404		
Darmstadt	0730-2330	384-6181/6388	06151-915290	DSN 115	06151-69115
Friedberg		324-3481	06031-736789	DSN 115	06031-81-115
Giebelstadt		DSN 352-5000	09334-87-5000	DSN 115	0931-296-115
Gießen		343-7272	0641-944-0541	DSN 115	0641-994-115
Grafenwöhr		475-6324	09641-83-6324	DSN 475-8303	09641-83-8303
Hanau		322-8601	06181-88-8601	DSN 115	06181-88-115
Heidelberg		387-3310/3311/3312	06221-4380-3310	DSN 115	06221-57-115
Hohenfels		466-2752	09472-83-2752	DSN 466-2701/ 2858	09472-83-2701
Kaiserslautern	(Non-housing)	483-7175	0631-411-7175	DSN 117	06371-47-117
Army Personnel in AF housing	24 hours		0631-534830		
Kitzingen		DSN 355-5000	09334-305-500	DSN 115	0931-296-115
Mannheim	0730-1600	385-2074	0621-730-2074	DSN 115	0621-730-115
Schweinfurt		DSN 354-6357/ 6342	09721-87711	DSN 354-6357/ 6342	09721-87711
Stuttgart		421-6200	0711-729-6200	DSN 115	0711-729-115
Vicenza		634-7491	0444-51-7491	DSN 634-7491	0444-51-7491
For Leased Quarters		634-8888	0444-51-8888	DSN 634-8888	0444-51-8888
Vilseck		476-2705	09662-83-2705	DSN 476-2883	09662-83-2833
Wiesbaden		337-5633/5511	0611-705-5633	DSN 115	0611-705-115
Würzburg		DSN 351-4444	0931-296-4444	DSN 115	0931-296-115

## **USANATO FAMILY READINESS GROUP (FRG)**

Soldiers and Emergency-Essential (E-E) civilians in today's Army are finding themselves a part of a more deployable expeditionary force, and families must have extensive knowledge to deal with the demands of the operational environment. For this reason, each company within the USANATO Brigade has a Family Readiness Group (FRG) prepared to help bridge the demands and the ever-changing needs of today's Army. The FRG's central role is to link families to community agencies and the command. The FRG also helps commanders and family members identify appropriate resources and provide accurate, up-to-date information to help solve family-related problems. To learn more about your FRG, contact the Family Readiness Support Assistant (FRSA) in your battalion.

Headquarters and Headquarters Company (HHC), USANATO Brigade FRG:

DSN: 423-8273

Comm: (00) 32 (0) 65-44-8273

Email: [hhcsfrg@usanato.army.mil](mailto:hhcsfrg@usanato.army.mil)

SHAPE Battalion FRSA:

DSN: 423-3830

Comm: (00) 32 (0) 65-44-3830

Email: [shapebnfrsa@usanato.army.mil](mailto:shapebnfrsa@usanato.army.mil)

AFNORTH Battalion FRSA:

DSN: 364-3642

Comm: (00) 31 (0) 45-52-63-42

Email: [afnorthbnfrsa@usanato.army.mil](mailto:afnorthbnfrsa@usanato.army.mil)

AFSOUTH Battalion FRSA:

DSN: 628-3839

Comm: (039) (0) 81-721-3839

Email: [afsouthbnfrsa@usanato.army.mil](mailto:afsouthbnfrsa@usanato.army.mil)

### **Family Readiness Group (FRG) Organization**

The official definition of a FRG is “[a]n organization of members, volunteers and Soldiers belonging to a unit, together provide an avenue of mutual support, assistance, network of communication among the family members, the command and community resources.” Our FRGs are made up of Soldiers and families who care about supporting family members through the challenges of a deployment and/or adjusting to a new community. They are also here to assist Soldiers and families with reintegration, teambuilding, community networking and much more.

**Company FRG.** Each company in the Brigade has an active FRG. All FRG members are volunteers and membership is opened to all personnel within the command. What make the USANATO FRGs unique are the diversity, knowledge and experience we get from our members.

**Commander.** The commander is responsible for planning and implementing programs like FRGs to support Soldiers, civilians and family members. Commanders are also responsible for developing appropriate procedures for providing family assistance services.



**Family Readiness Support Assistant (FRSA).** The FRSA is a recently established, paid position in the family readiness support structure. Each battalion in USANATO has a designated FRSA. The FRSA works directly for the commander. The FRSA's main duty is to provide the commander, the Family Readiness Liaison (FRL) and FRG leader with administrative assistance in support of family readiness programs and activities. The FRSA also works closely with community resource agencies to provide appropriate referrals for the commander, FRG leader and family members. While the primary responsibility of the FRSA is to provide assistance to the commander and FRG leader, he or she is also available to help families and Soldiers within the scope of his or her position description.

**Family Readiness Liaison (FRL).** The FRL is the link between the command and the FRG. The FRL are responsible for referring family members, Soldiers, FRG leaders and the FRSA to community agencies. The FRL and FRSA coordinate with community organizations to provide resources, assistance and training to Soldiers and family members. FRLs may be appointed at any level of command.

**FRG Leader.** Each company has a designated FRG which is lead by a volunteer FRG leader. The FRG leader is usually a family member who has been elected by members of the FRG. The FRG leader works closely with the company commander to help families get the appropriate resources. The FRL leader also identifies and resolves minor issues and problems when possible using FRG resources and ensuring appropriate referrals are made to community organizations. The FRG leader distributes unit and installation information to family members and other FRG volunteers.

**FRG Volunteers.** FRG volunteers provide assistance to the FRG leader and family members by serving in support roles (i.e., the telephone tree point of contact (POC), treasurer, or secretary). FRG volunteers in POC roles provide a link to families and are a key means of providing outreach to family members with special needs. In USANATO Brigade, a FRG member is usually a family member of a Soldier or civilian employee within the command. For many of the USANATO FRGs, membership is also opened to single Soldiers and civilian employees who are interested. As a FRG volunteer, your level of participation in your FRG is entirely dependent on you.

**FRG Fundraising.** The US Army Garrison may authorize informal funds to operate on Army in Europe installations without being organized as private organizations. Informal funds are unofficial activities with limited scopes, activities, memberships, and net worth. Examples of informal funds include office coffee funds, cup and flower funds, annual picnic or holiday party funds, and FRGs. FRGs that have questions about fundraising should contact their local garrison point of contact.

The *general* rules for fundraising are as follows:

- a. The garrison commander must authorize all fundraising events.
- b. Fundraising must be conducted on an Army in Europe post but may not be conducted in the workplace.
- c. DA personnel may not endorse an FRG fundraising effort, require subordinates to participate, or solicit donations from a prohibited source. Military personnel may not fundraise in uniform.
- d. The net worth of informal funds and FRGs (assets less obligations) may not exceed \$1,000 unless the funds will be used for a special purpose in the near future.
- e. Fundraising may not be conducted by reselling AAFES or commissary merchandise or by transferring property to unauthorized recipients (for example, selling Class Six or rationed items to host nationals).

FRGs are not in the business of collecting funds; they are established to provide accurate information to family members and to provide activities that will enhance unit morale. Fundraising is a legitimate FRG activity, but not a primary

Activity or responsibility of an FRG. FRG funds may be used only to support the purpose and mission of the FRG. The money may not be spent in any way that appears to be improper, contrary to Army interests, or to selectively benefit only certain individuals. Funds should not be used to duplicate services available from other agencies.

### Useful Websites

[www.deploymentconnections.org](http://www.deploymentconnections.org)

The Deployment Connections website provides information for the joint readiness of Soldiers, families, parents, spouses and children.

[www.armyfrg.org](http://www.armyfrg.org)

The Family Readiness Group website is the Army's virtual FRG online.

[www.TRICARE.osd.mil/overseas](http://www.TRICARE.osd.mil/overseas)

The TRICARE Overseas Website provides information and guidance on using TRICARE.

[www.armyfamilyteambuilding.org/skins/aftb/homelogin.aspx](http://www.armyfamilyteambuilding.org/skins/aftb/homelogin.aspx)

The Army Family Team Building (AFTB) website provides AFTB levels I through III training.

[www.redcross.org](http://www.redcross.org)

American Red Cross

[www.wblo.org/skins/wblo/home.aspx](http://www.wblo.org/skins/wblo/home.aspx)

Army Families Online

[www.armyonesource.com](http://www.armyonesource.com)

Army One Source

[www.deploymentlink.osd.mil](http://www.deploymentlink.osd.mil)

Deployment LINK (deployment health support)

[www.per.hqusareur.army.mil/familyfocus](http://www.per.hqusareur.army.mil/familyfocus)

Family-focused deployment information

[www.hooah4health.com](http://www.hooah4health.com)

Hooah 4 Health

[www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil)

Military Family Resource Center

[www.militaryonesource.com](http://www.militaryonesource.com)

Military One Source

[www.myarmylifetoo.com](http://www.myarmylifetoo.com)

MyArmyLifeToo (gateway to assistance, support and community services)

[www.per.hqusareur.army.mil/postreintegration](http://www.per.hqusareur.army.mil/postreintegration)

Post-reintegration information by community

[www.per.hqusareur.army.mil/reintegration](http://www.per.hqusareur.army.mil/reintegration)

Roadmap to reintegration

## **COMMUNITY SERVICES OVERVIEW**

There are various military community services and agencies throughout the USANATO footprint prepared to assist Soldiers, civilians and their family members with family-related concerns. Depending on the military installation in your proximity, the level and type of support you may expect to receive may come from the Army, Air Force, or Navy/Marines. Listed in this section is an overview of basic services provided by each of the Services.

### **Army Community Service**

**Army Community Service (ACS).** ACS centers provide valuable information, resources and services to Soldiers, civilians and family members. Army Regulation (AR) 608-1, Army Community Service Center, provides more information on the role and responsibilities of ACS. To download this regulation, log onto [www.usapa.army.mil](http://www.usapa.army.mil).

**Army Emergency Relief (AER).** AER is a private non-profit organization that provides emergency financial assistance to military personnel (active and retired) and their families in times of distress. AER exists primarily for helping the Army take care of its own. Examples for which AER funds can be authorized: non-receipt of pay and/or allotments to prevent hardship, loss of pay or other personal funds; emergency medical, dental and hospital expenses; funeral expenses for dependents; initial rent or to prevent eviction; and emergency leave travel funds. Refer to AR 930-4 for more information.

**Army Volunteer Corps Coordinator (AVCC).** The AVCC provides support for all volunteer activities on the installation. Volunteer recognition is managed by the AVCC. All training and recognition awards are also coordinated and prepared at the AVCC. The ACS volunteer coordinator manages the installation volunteer program and serves as a liaison between agency officials and individual volunteers. The coordinator is responsible for policy, procedures and specific guidelines that regulate the management of volunteers.

**Department of Defense Dependents Schools (DoDDS).** DoDDS-Europe is continuously updating policy to meet the needs of Soldiers and civilians with school-aged children. While striving to provide an excellent education is its number-one priority, the DoDDS administration also strives to understand the complexity of issues and demands faced by the military family. Most DoDDS schools have websites where updated policy, school-year calendars and events, information pertaining to local guidelines and procedures are posted.

**Deployment Mobilization and Stability and Support Operations Readiness.** Family assistance and support services will be provided to families of active, reserve and Emergency-Essential (E-E) civilians in support of military operations during deployment or mobilization. ACS will ensure that a comprehensive, realistic, effective and coordinated assistance-delivery system is in place before military operations or deployment begins. This system includes the triad of family assistance centers and unit family readiness groups. As a minimum, services will include emergency financial assistance, emergency food and shelter, crisis intervention, legal information, Defense Enrollment Eligibility Reporting System (DEERS) support, military medical benefits briefings, information and referrals to appropriate resources for other assistance if needed. Family assistance and support services will be provided to families of active component, guard and reserve component forces and Emergency-Essential (E-E) civilians in support of military operations deployment or mobilization and Stability and Support Operations (SSOs) which include mass casualties, evacuation and natural disasters to enhance unit cohesion and increase readiness.

**Employment Readiness Program (ERP).** The ERP is designed to provide a full range of employment services that contribute to the overall morale and welfare of Soldiers, family members and federal civilian employees. ERP maximizes opportunities for initial and continued employment in both the public and private sectors. As an employment resource office, ERP provides job leads, career planning and counseling and assistance in completing federal employment applications and resumes.

**Exceptional Family Member Program (EFMP).** The EFMP ensures that service members receive the information and assistance needed to support family members with disabilities in specialized programs and to pinpoint areas where resources can meet their needs. EFMP offers an extensive listing of national, regional and local resources, support groups and parent advocacy centers. Clients can receive information about various subjects, including but not limited to, EFMP enrollment, respite care, resources, advocacy, special education, early intervention services, federal and local laws and educational materials.

**Family Advocacy Program (FAP).** The local ACS FAP office may be contacted for a complete list of available preventive and treatment programs. FAP addresses child and spousal abuse and neglect, including prevention, identification, reporting, investigation and treatment (AR 608-18).

**Financial Readiness.** Financial services are available to counsel and train Soldiers and families on financial self-sufficiency. Classes and individual counseling are provided on personal financial management and consumer-affair awareness. Emergency financial assistance may also be provided with consideration of Army Emergency Relief (AER) loans and grants for eligible individuals according to AR 930-4. Financial Readiness helps you manage your budget through classes and individual counseling and provide consumer affairs assistance.

**Information and Referral (I&R).** I&R maintain an integrated resource file of sources of service to which personnel may be referred. Referral procedures are used when it is not possible to provide immediate direct assistance. Follow-up procedures are provided to ensure that needs have been met.

**New Parent Support Program.** The program's goal is to support the needs of Army families by assisting new parents in coping with demands of parenthood and Army life, to increase their parenting knowledge and skills, to enhance the lives of newborns and all Army children and to reduce the occurrence of child abuse and neglect. The New Parent Support Program staff consists of a social worker with expertise in home visiting young Army families and referral resources to the community. New Parent Support Program offers the following services to Army families: Home visiting for privacy, support, education, play-morning, referrals and resources on the post and in the community.

**Red Cross.** The local Red Cross office can be a vital resource for the Family Readiness Group (FRG) leader. The Red Cross provides many different types of training and serves as an emergency-notification liaison between family members and the Soldier's unit. The local Red Cross office may be contacted for a list of programs and classes it offers. The Family Readiness Support Assistant (FRSA) should become familiar with Red Cross emergency-notification procedures and policy to better help FRG members if an emergency occurs.

**Relocation Readiness.** Relocation assistance is provided to reduce or eliminate problems caused by frequent moves. Relocation assistance is available to both inbound and outbound personnel with primary emphasis on pre-departure counseling and relocation planning. The ACS lending closet is also administered by the relocation staff. The lending closet provides basic housekeeping items to incoming and outbound families (and to other individuals as appropriate) for temporary use. The Relocation Readiness Program (RRP) attempts to reduce or eliminate problems arising because of frequent moves. It provides one-on-one relocation counseling, Standard Installation Topic Exchange System (SITES), change of station information and also assists families by providing temporary use of household goods thru the lending closet. Programs offered by RRP are lending closet, SITES, Center for Area Information and Referral (CAIR), Spouses' Network, Sponsorship Program and citizenship and immigration assistance.

**Special Programs.** Each community has its own special programs. For more information, contact your local community services office or FRSA. Samples of services available in most communities include: medical and educational classes, family support groups and health fairs.

## Air Force Community Family Support Center

The Air Force Family Support Center (FSC) provides services and/or training in these areas: family member deployment, financial counseling, parenting skills, retiree services, relocation assistance and volunteer opportunities.

**Air Force Aid Society (AFAS).** A non-profit organization funded by Air Force members that may help with financial needs in emergency situations. The member's personal budget is reviewed before a decision is made on assisting with financial needs. Help is available in the following areas: basic living expenses (such as food, utilities and rent), travel for funeral/impending death of close relative, limited burial for spouse/dependent child, medical/dental care, vehicle repair and disasters. All requests for emergency assistance need to be coordinated with the member's first sergeant. Other special programs available through the AFAS are Give Parents a Break, Volunteer Childcare Reimbursement, Spouses Tuition Assistance, General Henry H. Arnold Education Grant, Car Care Because We Care, Child Care for the Permanent Change of Station (PCS) Program and Great Expectations.

**Combat Care Program.** Provides information and resources to assist members and their families to be as prepared as possible for deployments. In addition, Give Parents a Break, Car Care Because We Care and free morale calls are available for the families of the deployed.

**Loan Locker.** You can borrow items such as pots, pans, dishes, small kitchen appliances and a variety of other essential items while you are awaiting your household shipment.

**Personal Financial Management Program (PFMP).** Offers consumer information, education and counseling on finances. Provides information on budgeting, investing, Individual Retirement Accounts (IRA), home buying and other financial matters. Counselors are available to analyze your financial situation, pinpoint problem areas and come up with a solution. A variety of seminars are offered on each of the topics mentioned above.

**Relocation Assistance Program (RAP).** Offers information and assistance to minimize the physical and emotional impact of moving.

**Spouse Employment Program.** Provides individualized assistance to family members who plan to enter the job market or want to start planning for a future career. The local employment program provides information about local employment opportunities and answers questions about the Military Spouse Preference Program. Workshops are also available to teach resume writing, effective interviewing skills, networking and how to search for federal employment. Individual counseling is also available to help family members identify career goals and develop job skills. A computer lab, local job opening listings and a resource library are available to assist you in your job search.

## Navy/Marines Community Services

The primary mission of Fleet and Family Support Program (FFSP) is to support Navy/Marines leadership in achieving maximum mission readiness. Commands, Sailors, and family members access a wide range of programs, focused on adaptation to the special demands of military careers and military family life, such as deployment cycles, frequent relocation and the need for rapid response to current world events.

**Family Seminars and Workshops.** Navy/Marine Corps Relief Society (NMCRS) also conducts seminars and workshops for family groups. One of the most popular is the Budget for Baby workshop. This 2½-hour seminar is conducted regularly at many sites and is open to families who are expecting a baby or who have just had one. Its purpose is to make service members and their families aware of the increased living expenses that come with a new baby and to discuss effective ways of making adjustments to spending and saving habits.

**Food Lockers.** Some NMCRS offices operate food lockers which help feed clients when providing funds is not practical or appropriate. They are stocked with limited quantities of essential items packed to provide nutritionally-balanced

meals. They are not intended to provide long-term food assistance. The Food Lockers provide nutritionally balanced meals for short-term needs: food supplied supplements (or replaces) direct financial assistance, infant formula and diapers are also available, in the absence of a food locker, the local NMCRS office can issue you a check to the local Commissary or grocery store. The Food Lockers are run by volunteers and to request assistance from the Food Locker or to volunteer to help with your local Food Locker, please contact the nearest NMCRS.

**Layettes (Junior Sea Bag).** The Layettes are issued to any eligible recipient who has recently had a baby or whose child will be born within 6 months. It consists of a coordinated set of bedding and clothing, a baby book and a handmade item (sweater set, afghan or quilt), packed in a tote or duffel bag. Layettes will be given to recipients after they attend a Budget for Baby class or complete an individual budget session with a society caseworker. The Layette program, run entirely by volunteers, is designed to help new, or prospective parents learn about the impact that a new baby can have on the financial situation of the family unit. Through a program of preventive education, clients learn about variations in pay and increased expenses, common consumer pressures targeted to new parents and entitlements available through both government and private sources. To obtain a layette, eligible recipients should contact the NMCRS office closest to their duty station or residence to register for Budget for Baby class or make an appointment to see a caseworker. These services are available at all NMCRS locations. A family who attends the seminar or who receive a one-on-one Budget for Baby review during the period from six months prior to the Baby's birth until one month after will receive a free layette from NMCRS.

**Navy Marine Corps Relief Society (NMCRS).** A nonprofit, charitable organization that provides financial, educational and other assistance to members of the Naval Services of the US, their eligible family members and survivors when in need. Counseling, loans, grants, various services and referral to other community resources are available. There are no fees for such help. The Society, operating in partnership with the Navy and Marine Corps, administers nearly 250 offices ashore and afloat at Navy and Marine Corps bases around the world. The trained caseworkers are familiar with the special conditions of service life. The Society can help: Active duty and retired Navy, Marine Corps, Air Force and Army personnel who are serviced by the Navy or Marine Corps, eligible family members of the personnel listed above, eligible family members of Navy and Marine Corps personnel who died on active duty or in a retired status, reservists on extended active duty, indigent mothers (65 years or older) of deceased service members who have limited resources and no family to provide for their welfare, Ex-spouses "20-20-20" (unremarried former spouses whose marriage to a service member lasted for at least 20 years while the service member was on active duty) and uniformed members of the National Oceanic and Atmospheric Administration (NOAA). Services which the Society provides include: Interest-free loans or grants to deal with emergency needs, education loans and grants, lifetime benefits information assistance.

**Visiting Nurse Program.** The Society has a Visiting Nurse Program at some of its field sites. This program is comprised of both volunteer and paid staffs' who are Registered Nurses (RNs). The program attempts to identify and meet needs not being met by other military or civilian programs in the area. The main function of the Visiting Nurse is to provide health education and information about health-related resources.

### Useful Websites

[www.myarmylifetoo.com](http://www.myarmylifetoo.com)

MyArmyLifeToo (gateway to assistance, support and community services)

[www.affsc.org](http://www.affsc.org)

Air Force Family Support Center

[www.ffsp.navy.mil](http://www.ffsp.navy.mil)

Navy Fleet and Family Support Program

[www.usapa.army.mil](http://www.usapa.army.mil)

Link to Army regulations and publications.

## MANAGING FINANCE

This section provides information about pay entitlements and allowances for Soldiers deployed to Operation Iraqi Freedom or Operation Enduring Freedom. It provides a brief explanation of—

- Each entitlement and allowance.
- Who is eligible to receive the entitlement or allowance.
- Entitlement and allowance amounts.

**NOTE:** It does not attempt to answer every question for every situation. Soldiers should contact their personnel administration center (PAC) or servicing finance unit for answers to specific questions about entitlements or allowances. Not every deployed Soldier will be authorized every entitlement or allowance in this section. Soldiers must meet the criteria prescribed by applicable regulations and laws to qualify for an entitlement or allowance. Soldiers must be able to substantiate that they are eligible for an entitlement or allowance by providing applicable documentation before they may receive the entitlement or allowance. The entitlements and allowances in this section are subject to change. The following amounts are current as of the date of this section. The PAC or servicing finance unit can provide details and assistance in processing actions.

**W2s.** Currently spouses do not have access to MyPay. However, “view only” access is an initiative for the future. Military members will have access to view, save, and print their tax statements from MyPay at <http://mypay.dfas.mil/mypay.aspx>. Statements are normally available no later than 26 January. An agent appointed as the Soldier’s agent under a power of attorney may request a copy of the Soldier’s W2 by submitting a pay inquiry through the rear detachment personnel assistance office.

**Leave and Earnings Statement (LES).** The finance office will continue to print all LESs and give them to rear detachment units for distribution. It is the responsibility of the rear detachment to ensure LESs are distributed to authorized personnel.

**Deployed Entitlements.** Soldiers deploying to Iraq and Kuwait in support of Operation Iraqi Freedom will be authorized the following additional entitlements:

- Hostile Fire Pay (HFP).
- Combat Zone Tax Exclusion (CZTE).
- Hardship Duty Pay – Location (HDP-L): Soldiers with duty in Iraq or Kuwait for more than 30 days.
- Family Separation Allowance (FSA): Soldiers who have a family and who are deployed for more than 30 days.
- Per Diem - \$3.50 per day: an incidental expense that will be paid to the Soldier on return from deployment by the servicing finance office in Europe.
- Basic Allowance for Subsistence (BAS): Soldiers receive BAS during deployment.
- Savings Deposit Program (SDP). Soldiers can deposit up to \$10,000 in a savings plan that earns 10 percent interest annually (compounded quarterly).
  - a. Monthly deposits cannot exceed the Soldier’s unallotted current pay and allowances.
  - b. An agent with a special power of attorney from the member may make deposits, either by allotment or by cash, into the SDP on behalf of the member, if the special power of attorney states the authority to establish, change, or stop allotments. If the spouse is the agent, he or she can make deposits to the SDP on behalf of the Soldier.
  - c. Deposits can be made by allotment (preferred method), check, cash, or money order for monies earned while deployed.



- d. Keep a copy of all cash collection vouchers (DD Form 1131) received from the finance office for deposits made by the Soldier or spouse. Soldier must withdraw funds no later than 90 days after redeployment.
- e. Except when the 90-day limitation applies, interest will stop at the end of the month in which full repayment is made to the member or the member's heirs.
- f. SDP withdrawal request forms are available on the 266th Finance Commands' (FINCOM) Web page at <https://www.266fc.hqusareur.army.mil>, under the heading Hot Topics.

**Allotments.** The holder of a member's special power of attorney may use that document to establish, change, or stop an allotment. The special power of attorney must specifically state the authority to establish, change, or stop allotments. A general power of attorney is not acceptable to establish, change, or stop an allotment.

## Entitlements.

AFGHANISTAN: HDP of \$100, HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA	QATAR: HDP of \$50 (only for Al Udeid, Camp Snoopy, and Camp As Syliyah), HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA
IRAQ: HDP of \$100, HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA	SAUDI ARABIA: HDP of \$100 (only for Ar'ar Airport and Tabuk Airbase), HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA
JORDAN: HDP of \$100 (King Faisal Airbase, Prince Hasan, Shaheed), HDP of \$50 (all others), HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA	SYRIA: HDP of \$100, HFP, CZTE, FSA-II, BAS, per diem, SLA
KUWAIT: HDP of \$100, HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA	TURKEY: HDP of \$100 (Afyon, Batman, Corlu, Diyarbakir, Gaziantep, Gokeen, Iskendrun, Konya, Mardin, Mersin, Nusaybin, Oguzeli, Pircinlik, Sabiha Sanluisurfa, and Tasucu), HDP of \$50 (Eskisehir), HFP (excluding Turkish Straits), FSA-II, BAS, per diem
PAKISTAN: HDP of \$100, HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA	UZBEKISTAN: HDP of \$100, HFP, SDP, CZTE, FSA-II, BAS, per diem, SLA
<b>NOTE: The information in this table is valid as of 1 January 2007.</b>	

**Temporary Duty (TDY) Per Diem.** Per Diem is a travel allowance provided as a daily payment in place of reimbursement of actual expenses during Government-directed travel. Soldiers deployed under temporary change of station (TCS) orders, temporary additional duty (TAD) orders, or group travel orders (unit movement orders) are entitled to per diem. The amount of per diem is based on the availability of lodging and meals, and the incidental-expense rate specified by the per diem, travel, and transportation allowance committee for the location. The current incidental-expense rate for all overseas locations is \$3.50 per day. Lodging and meal rates vary by location. In general, deployed Soldiers receive only the incidental portion of per diem, because military lodging and meals are available throughout the theater. Soldiers do not receive per diem—

- During rest and recuperation leaves.
- When in a bad-conduct status (for example, absent without leave).
- While in an in-patient status in a medical treatment facility.
- While a passenger on a Government vessel.

**Family Separation Allowance (FSA-II).** FSA-II is intended to offset added expenses incurred by a Soldier because of an enforced separation from dependent family members. FSA-II is \$250 per month (\$8.33 per day); it will show up on the leave and earnings statement (LES) as "FSA." This entitlement begins the day of departure from the home station and ends the day before the Soldier returns to the home station. FSA-II is payable to any Soldier with family members (dependents) who is on TDY for more than 30 days when the family members are not residing at or near the TDY station.



This entitlement stops if the Soldier returns to the home station for more than 30 days during the TDY period. FSA-II is generally payable to a dual-military couple with no family members if the couple resided together before being separated, and the couple is deployed to different locations. Only one member is entitled to FSA-II, even if both are deployed. Soldiers must complete DD Form 1561 (Statement to Substantiate Payment of Family Separation Allowance) before this entitlement may start. Agents may not sign DD Form 1561 on behalf of a Soldier.

**Basic Allowance for Subsistence (BAS).** BAS is an allowance to reimburse Soldiers for food (subsistence) expenses. During a contingency deployment, BAS is normally payable to all Soldiers. The standard rate for officers is \$187.49 per month; for enlisted, it is \$272.26. This entitlement begins the day of departure and ends the day of return to the home station. Soldiers who are meal-card holders will have their meal deductions stopped. BAS is not collected for meals consumed while deployed. Instead, the Soldier forfeits the meal portion of per diem when subsisted at no charge. The TCS or TAD orders should specify when Soldiers are charged for subsistence. During these periods, the applicable per diem rate will apply.

**Basic Allowance for Housing/Overseas Housing Allowance (BAH/OHA).** BAH/OHA is an allowance to help reimburse Soldiers for expenses incurred when quarters are not provided by the Government. During a contingency deployment, the BAH/OHA entitlement normally does not change. Active component Soldiers who were entitled to BAH/OHA before deployment will continue to receive BAH/OHA unless circumstances change (for example, a designated authority revokes the Soldier's authorization to reside off post). Likewise, Soldiers who were not receiving BAH/OHA will not begin receiving BAH/OHA unless circumstances change (for example, the Soldier's spouse uses a power of attorney to terminate Government quarters). Reserve component Soldiers must establish their entitlement to BAH/OHA when they are mobilized. For active component Soldiers, BAH/OHA rates vary by grade, family member status, and assigned permanent duty station (PDS). During deployment, the BAH/OHA rate continues based on the assigned PDS. This rate does not change even if family members choose to relocate to another area for the duration of the deployment unless orders are issued to assign the family members to another location. In these cases, the BAH/OHA rate will be based on the designated location. For Reserve component Soldiers, BAH/OHA rates vary by grade, family member status, and home-of-residence ZIP code or location code. During deployment, these Soldiers are entitled to BAH/OHA if maintaining a residence. Soldiers who do not have family members are entitled to "BAH-partial" if not maintaining a residence unless they use the entitlement for special storage of household goods. Reserve component Soldiers using the entitlement for special storage of household goods and not maintaining a residence are not entitled to BAH. Soldiers paying child support who have no other family members are entitled to "BAH-DIFF." If a Soldier paying child support who has no other family members also maintains a residence, that Soldier is entitled to BAH/OHA at the with-dependents rate. Use of the entitlement for special storage of household goods does not affect the entitlement to BAH-DIFF.

**Cost of Living Allowance (COLA).** COLA is an allowance to enable an equitable standard of living in areas where the cost of living is unusually high. Soldiers permanently assigned to designated areas receive this allowance. During contingency deployments, the COLA entitlement normally does not change. Soldiers who were entitled to COLA before deployment generally will continue to receive COLA. Soldiers deploying from an area not qualifying for COLA are not entitled to COLA while deployed, even if the deployed location is a designated COLA area. COLA rates vary by grade, family member status, number of family members, and assigned PDS. During deployment, the COLA rate remains that of the assigned PDS. Except for periodic adjustments, the basic determination does not change as long as command-sponsored family members remain in the designated area. If family members return to CONUS at their own expense and are gone more than 30 days, the Soldier's COLA should be adjusted accordingly to reflect only the number of family members that remain OCONUS at the permanent duty station. The effective date of the adjustment begins on the 31st day. If family members return to OCONUS, the Soldier's COLA should be readjusted accordingly. If family members are authorized early return of dependents to CONUS and want to return to OCONUS, the Soldier must request command sponsorship through the unit before adjustments to COLA can be made. Spouses should notify the unit commander before departing OCONUS for more than 30 days to ensure the Soldier's COLA entitlement is adjusted accordingly. Adjustments to the Soldier's COLA are done using DA Form 4187 and approved by the unit commander. The Soldier's signature on DA Form 4187 is not mandatory; the form can be processed without it.

**Hardship Duty Pay–Location (HDP-L).** HDP-L is a special pay to compensate Soldiers serving in locations where living conditions create undue hardship on them. It is paid to Soldiers who perform official duties for more than 30 days in a designated hardship duty location. HDP-L rates vary by location. Specified amounts are monthly amounts paid in daily installments (for example, a \$50 HDP-L rate equates to \$1.66 per day; a \$100 HDP-L rate equates to \$3.33 per day; a \$150 HDP-L rate equates to \$5 per day). This entitlement begins the day of arrival in the designated location and ends the day of departure. Specified amounts are the maximum receivable for a given month.

**Hostile Fire Pay/Imminent Danger Pay (HFP/IDP).** HFP/IDP is a special pay to compensate Soldiers serving in locations where they are subjected to imminent danger or hostile fire. It is paid to Soldiers who perform official duties in a designated HFP/IDP area. The normal specified rate for HFP/IDP is \$225 per month. One day spent in a designated HFP/IDP area qualifies the member for the entire monthly amount.

**Combat Zone Tax Exclusion (CZTE).** CZTE exempts Soldiers who serve in designated HFP areas from Federal income tax withholdings. Some US states also exempt income tax. Soldiers serving in a designated combat zone or in a designated HFP zone who are providing direct support to operations are entitled to CZTE. For enlisted Soldiers, all eligible pay is exempt. For officers, only pay up to the base pay of the Sergeant Major of the Army plus HFP is eligible for CZTE, (The current ceiling is \$6,724.50). Income earned above this amount is fully taxable. Leave earned while in a CZTE area may be excluded from income taxes. For tax purposes, leave earned in the CZTE area is the first leave used after leaving the CZTE area. Officer CZTE leave rules are different; they are explained in detail at [www.266fc.hqusareur.army.mil/fapd/fapdinfo/czte-l\\_info\\_paper.pdf](http://www.266fc.hqusareur.army.mil/fapd/fapdinfo/czte-l_info_paper.pdf). Reenlistment bonuses contracted in the CZTE area are excluded from Federal income tax. Installments from previous reenlistment contracts are not exempted. Social security and Medicare deductions will continue to be deducted from pay. The following military pay items can be excluded from income taxes:

- Active-duty pay earned in any month served in a combat zone.
- Student-loan repayments that are attributable to periods of service in the combat zone if a full year of combat-zone service is performed to earn the repayment.
- Reenlistment bonuses if the voluntary extension or reenlistment occurs while serving in a combat zone.
- Pay for accrued leave earned in any month served in a combat zone. (Officer rules are explained at [www.266fc.hqusareur.army.mil/fapd/fapdinfo/czte-l\\_info\\_paper.pdf](http://www.266fc.hqusareur.army.mil/fapd/fapdinfo/czte-l_info_paper.pdf).)
- Pay received for duty as a member of the armed forces in clubs, dining facilities, post and station theaters, and other non-appropriated fund activities. The pay must be earned during a month the Soldier served in a combat zone.
- Awards for suggestions, inventions, or scientific achievements to which Soldiers are entitled because of a submission they made while serving in a combat zone.

A complete list is in Internal Revenue Service (IRS) Publication 3, The Armed Forces' Tax Guide. This publication may be downloaded from [www.irs.gov](http://www.irs.gov) or obtained by writing to the IRS.

**Savings Deposit Program (SDP).** SDP allows Soldiers to deposit an amount up to their current unallotted pay into a Government savings program that earns 10 percent annual interest, compounded quarterly. The program pays interest on amounts up to \$10,000. Soldiers performing official duties in designated areas may participate in the program. To be eligible, the Soldier must meet the criteria designated for the area and the applicable contingency operation. Generally, Soldiers on orders for duty of more than 30 days can make their first deposit after arrival in the theater for up to the amount of that month's pay. DOD requirements for various contingency operations are explained at [www.defenselink.mil/comptroller/fmr/07a/07a\\_51.pdf](http://www.defenselink.mil/comptroller/fmr/07a/07a_51.pdf). The 266th Finance Command has compiled a list of frequently asked questions and their answers at [www.266fc.hqusareur.army.mil/fapd/fapdinfo/sdp.pdf](http://www.266fc.hqusareur.army.mil/fapd/fapdinfo/sdp.pdf). Active component Soldiers may contribute by allotment (this is the preferred method) or cash deposits (cash or negotiable instrument). Reserve component Soldiers may contribute only by cash or personal checks. Monthly deposits are limited to an amount up to the net unallotted current pay and allowances. Agents with a power of attorney authorizing them to start stop, or change allotments may start an SDP

allotment on behalf of the deployed Soldier once deployment entitlements begin showing in the Soldier's pay account. Agents with a power of attorney authorizing them to make investments on the Soldier's behalf may deposit cash, money orders, travelers checks, or cashiers checks. Agents may not make withdrawals from an SDP account.

**Thrift Savings Plan (TSP).** TSP is a Federal Government-sponsored retirement savings and investment plan that allows tax-deferred investing. Soldiers may contribute up to 100 percent of their base pay and up to 100 percent of incentive and special pays (including bonus pay). The amount that Soldiers may contribute each year is limited to \$15,000. Soldiers may contribute 1 to 100 percent of any incentive pay, special pay, or bonus pay if they elect to contribute base pay. TSP savings based on earnings while entitled to a CZTE area will be nontaxable when withdrawn at retirement. Interest income earned on all savings is taxable. To start, change, or stop TSP contributions, follow the instructions on the myPay website at <https://mypay.dfas.mil/mypay.aspx>, or submit TSP-U-1 (Election Form) to the local finance office. The TSP website [www.tsp.gov](http://www.tsp.gov) has information on the TSP loan program and in-service withdrawals.

**Special Leave Accrual (SLA).** SLA allows Soldiers to exceed a 60-day leave balance at the end of the fiscal year. It is not an additional form of leave. SLA is intended to provide relief to Soldiers not allowed leave during lengthy deployments or periods of hostility. AR 600-8-10 (Leaves and Passes), chapter 3, prescribes SLA policy. Soldiers are authorized SLA if either of the following applies:

- The Soldiers were serving in an area where they were entitled to HFP for at least 120 continuous days. SLA approval for these Soldiers is automatic.
- The Soldiers were assigned to a designated deployable ship, mobile unit, or other similar prescribed duty and were prevented from using leave because of the assignment and designation.

SLA is also authorized for Soldiers who deployed for at least 60 days and less than 120 days to a contingency operation of the United States or to enforce national policy or an international agreement based on a national security threat, and were prevented from using leave in the fiscal year because of deployment or mission requirements. Soldiers who earned SLA while in an HFP area have three fiscal years to take the leave. SLA is debited from the leave account using the "last in, first out" method. The CZTE link at the 266 Finance Commands' website link, [www.266fc.hqusareur.army.mil/fapd/fapdinfo/czte-l\\_info\\_paper.pdf](http://www.266fc.hqusareur.army.mil/fapd/fapdinfo/czte-l_info_paper.pdf), which provides information on tax implications.

**Employment Information for Spouses.** The primary sources of information about job opportunities are on the Internet. When searching for employment in the overseas area as a U.S. citizen, candidates should access the Civilian Human Resources Agency (CHRA) Web site, <http://cpolrhp.belvoir.army.mil/eur/>. Vacancy announcements are updated daily.

After accessing the Web site above, for appropriated fund employment (GS and other similar jobs), click on Employment and select AF - U.S. Appropriated Fund Program. This will take you to a page with links to vacancy announcements and other important items, such as information about eligibility for military-spouse preference. To apply using family-member status, click on the link to Announcements in Europe, which will open a window with the Vacancy Announcement Board. Go to the box that indicates Country and highlight the country of your interest (hold down the CTRL key to highlight more than one). Scroll to the bottom of the page and click on Get Results to get a list of vacancy announcements in the selected country. The Vacancy Announcement Board can also be accessed at the Army's civilian personnel site at <http://cpol.army.mil>, click on Employment, then Army's Vacancy Announcements.

Be sure to read the instructions in the Army Centralized Job Application Kit, which can be found on the CHRA Web site (or on the Army employment Web site under Army Job Application Kit). You will need to have a résumé in the system and then self-nominate for the positions you are interested in. You may also apply for positions listed on the AF - U.S. Appropriated Fund Program page under Other Federal Job Opportunities in Europe. Review these job announcements carefully, as procedures for applying differ from those described above.

When searching for employment in the overseas area for non-appropriated fund vacancy announcements, candidates should access the CHRA Web site and click on NAF - U.S. Non-Appropriated Fund Program. Select the types of jobs

you are interested in and search by community on this page. You will also find needed application forms and instructions.

Computers with Internet access are available in SHARE (Self-Help Automated Resources for Employment) centers at each main civilian personnel advisory center (CPAC) to use for job searches and application processing. If you need information about SHARE locations, available hours, or other information, contact the local CPAC.

### **Civilian Personnel Advisory Center (CPAC)**

	<b>DSN</b>	<b>Civilian</b>
<b>Bad Aibling CPAC</b>		
Customer Service	441-3830	08061-38-3447
<b>BENELUX CPAC (benelux.cpac@cpoceur.army.mil)</b>		
Human Resources Officer	361-5036	068-27-5036
Nonappropriated Fund	361-5143	068-27-5143
<b>Grafenwöhr CPAC (grafenwoehrcpac@cpoceur.army.mil)</b>		
Human Resources Officer	475-1630	09641-83-1630
Customer Services	475-6648	09641-83-6648
Nonappropriated Fund	475-7496	09641-83-7496
Vilseck Office	476-2663	09662-83-2663
Nonappropriated Fund	476-2663	09662-83-2663
Hohenfels Office	466-2833	09472-83-2833
Nonappropriated Fund	466-2771	09472-83-2771
<b>Hanau CPAC (hanaucpac@chrma.hqusareur.army.mil)</b>		
Human Resources Officer	322-1430	06181-88-1430
Baumholder Team		
Appropriated Fund	485-6735	067-836-6735
Nonappropriated Fund	485-6566	067-836-6735
Gießen Team		
Appropriated Fund	323-2411	06181-180-2411
Nonappropriated Fund	343-8618	0641-402-8618
Hanau Team		
Appropriated Fund	323-2614	06181-180-2614
Nonappropriated Fund	322-1630	06161-88-1630
Wiesbaden Team		
Appropriated Fund	337-5776	0611-705-5776
Nonappropriated Fund	337-5272	0611-705-5272
<b>Heidelberg CPAC (heidelbergcpac@cpoceur.army.mil)</b>		
Customer Assistance		
Appropriated Fund	370-1630	06221-57-1630
Local National Personnel	370-6325	06221-57-6325
Nonappropriated Fund	370-7500	06221-57-7500
<b>Kaiserslautern CPAC (kaiserslauterncpac@cpoceur.army.mil)</b>		
Human Resources Officer	489-7255	0631-536-7255
Team Chief, 21st TSC	489-6618	0631-536-6618
Team Chief, all other serviced organizations	489-7959	0631-536-7959
Nonappropriated Fund	489-7341	0631-536-7341

**Stuttgart CPAC (stuttgartcpac@cpoceur.army.mil)**

Human Resources Officer	421-1430	0711-729-1430
General Information	421-2665	0711-729-2665
6th ASG and Tenants Team	421-2831	0711-729-2831
USEUCOM, Marshall Center, JAC, and 52d Signal Team	421-2899	0711-729-2899
Nonappropriated Fund	421-2191	0711-729-2191

**Vicenza CPAC (vicenzacpac@chrma.hqusareur.army.mil)**

Human Resources Officer	634-7537	0444-51-7537
Appropriated Fund	634-7356	0444-51-7536
Nonappropriated Fund		
Livorno	633-7032	050-54-7032
Vicenza	634-7349	0444-51-7439

**Würzburg CPAC (wuerzburgcpac@cpoceur.army.mil)**

Human Resources Officer	351-1430	0931-889-1430
Würzburg Team		
Appropriated Fund	351-4667	0931-296-4667
Nonappropriated Fund	355-8252	09321-305-8252
Kitzingen Team		
Appropriated Fund	355-8281	09321-305-8281
Nonappropriated Fund	355-8252	09321-305-8252
*Schweinfurt Team		
Appropriated Fund	354-1630	09721-96-1630
Nonappropriated Fund	354-6444	09721-96-6444
*Bamberg Team		
Appropriated Fund	469-8812	0951-300-8812
Nonappropriated Fund	469-7717	0951-300-7717
*Ansbach Team		
Appropriated Fund	469-7896	0981-183-7896
Nonappropriated Fund	468-7822	0981-183-8922

\*Appropriated-fund personnel are available at these locations on Wednesday and Thursday only. On other days, contact the Würzburg Team.

## **CIVILIAN DEPLOYMENT**

Civilian employees may be required to deploy to perform combat-support or other crisis-essential functions. All civilian employees deploying to combat operations or crisis situations are considered Emergency-Essential (E-E) status regardless of volunteer status or signing of an E-E agreement. The information in this section is not comprehensive. It is an overview of the civilian deploying process directly out of Army in Europe (AE) Pamphlet 690-47-1, Civilian Deployment Handbook. For more information, you can contact the USANATO Civilian Personnel Office (CPO) at the Brigade Headquarters, DSN: 423-5465 or Commercial (00) 32 (0) 65-44-5465.

Another source of information on civilian deployment is Army One Source (AOS) which is available 24 hours, 7 days a week to Soldiers and deployed civilians and their families. AOS provides information about issues ranging from everyday concerns to deployment and reintegration. Additionally, if there is a need for face-to-face counseling, AOS will provide referrals to professional civilian counselors. In the European theater, face-to-face counseling is provided using existing Medical Treatment Facility (MTF) contracted marriage and family counselors. AOS supplements installation-based services. AOS is also a tool to provide families residing off the installation access to services. The AOS toll free telephone number from Germany, Italy, United Kingdom and The Netherlands is 00-800-464-81077. Callers that have difficulty should call the local operator and make a collect call to (484) 530-5889.

**Legal:** Deploying civilians and their family members are entitled to free legal assistance from the military legal office for services such as preparing wills and Powers-of-Attorney, tax assistance and legal advice on matters related to the employee's deployment. Legal assistance will be provided at home station or at any other military facility convenient to the deploying civilian employee or family member to the same extent it is available to military personnel.

**Deployment Training:** Deployment training is designed to prepare the individual for the area of operations and will vary based on the area. USANATO civilians assigned overseas will go through the one week Individual Deployment Training (IDT) at Chièvres Air Base, Belgium prior to deploying. The Soldiers stationed at Norfolk, Virginia will attend training at the CONUS Replacement Center (CRC). As a general rule, the following are the minimum training requirements that must be completed before any deployment:

- Antiterrorism/Force Protection, level 1, category 2.
- Driver training and licensing.
- Media awareness.
- Mine awareness.
- Nuclear, Biological and Chemical (NBC).
- Rules of Engagement (ROE).
- Weapons (if required).

**ID Card:** All civilian personnel must have a Common Access Card (CAC) with the proper Geneva Convention category at the time of deployment. The Geneva Convention CAC is different from the normal CAC. The employee's home station will issue the CAC.

**Passport/Visa:** Employees deployed overseas to support military operations will be required to carry a passport at all times when traveling. Charges for passports and visas are reimbursed; however, fees or charges for legal services required by local laws are not reimbursable. Reimbursement of authorized costs to obtain the official passport is made by completing a SF 1034, Public Voucher for Purchases and Services Other than Personal. E-E civilians will maintain current official (red) and tourist (blue) passports at all times.

**Medical Screening:** All deploying civilians must meet the physical standards required by Army Regulation (AR) 40-501, Chapter 3. Employees who will be deployed for at least 30 days or who travel to deployed areas on short trips at

least quarterly is required to pass a physical examination. The physical examination will be based on the functional requirements of the job to ensure the employee is fit for duty before deploying. The physical examination will include completing Department of Defense (DD) Form 2807-1 Report of Medical History and either SF 78, Certificate of Medical Examination or DD Form 2808, Report of Medical Examination.

**Checklist:** The lists below are not all-inclusive. They include only the most significant items or actions that should be taken care of before deployment. Items issued as required:

- Army Combat Uniform (ACU). (2 sets).
- Coat.
- Trousers.
- Hat.
- Boots (2 pairs).
- Mission Oriented Protective Posture (MOPP) clothing and equipment (gloves with inserts, hood, protective mask, over garments, chemical, overshoes, protective mask and optical inserts).
- Blankets (2).
- Canteens (2).
- Duffel bag.
- First-aid kit.
- Individual belt.
- Poncho.
- Sleeping bag.
- Waterproof bags (2).

**Other required items and tasks that meet with servicing Civilian Personnel Advisory Center (CPAC):**

- Attend entitlements briefing
- Get Common Access Card (CAC) with updated Geneva Convention status.
- DD Form 2765, Department of Defense/Uniformed Services Identification and Privilege Card.
- Pick up deployment packet to hand carry to the deployed area
- Travel orders.
- Register in Army Civilian Track System (CIVTRACKS) and Emergency Contact Database (ECD).
- Review beneficiary forms.
- Complete and sign DD Form 2365, DoD Civilian Employee Overseas Emergency-Essential (E-E) Position Agreement.

**Additional Requirements:**

- 90-day supply of prescription medications.
- Dental records/DNA sampling.
- Dog tags (2).
- Family Care Plan (FCP).
- Human Immunodeficiency Testing (HIV), if applicable
- NATO travel orders (if required).
- Passports.
- Physical examination.
- Shots and medical records.
- Visas (if required).
- Weapons or side arms familiarization training, if the theater commander authorizes and employee accepts the weapon.

**Recommended Personal Items:**

- Alarm clock (battery powered).
- Blank checks (Banking facilities may not be available. Credit services will be available on a limited basis).
- Disposable razors and shaving kit.
- Extra batteries for radios and hearing aids.
- Extra civilian clothing (approximately 5 sets: 2 casual, 3 for work (if required)).
- Extra pair of glasses and sun glasses.
- Games.
- Government-issued travel card.
- Insect repellent.
- Personal hygiene items (for example, toothpaste, deodorant).
- Personal nonprescription medication.
- Personal will and Power-of-Attorney.
- Radio (battery powered).
- Sewing kit.
- Shower shoes.
- Socks (to be worn with boots).
- Soft shoes (if required for job).
- Stationary and stamps.
- Telephone calling card.
- Towels and washcloths.
- Underwear (enough for 2 weeks).
- Zip Lock bags in various sizes.

**Civilian Deployment Checklist:**

- Chemical and Protective clothing and uniforms received.
- Passports, Official (Red) & Tourist (Blue).
- Visas (if required).
- Register in CIVTRACKS.
- Register in ECD and complete DD Form 93, Record of Emergency Data Card.
- Physical examination.
- Shots and medical records.
- DNA sample.
- HIV test (if required).
- Dental records.
- Dog tags (2 each).
- Geneva Convention Common Access Card.
- DD Form 2765, Department of Defense/Uniformed Services Identification and Privilege Card.
- Weapons authorization (if authorized).
- Family Care Plan (FCP).
- Complete DD Form 2365, DoD Civilian Employee Overseas Emergency-Essential (E-E) Position Agreement.
- Personal will.
- Power-of-Attorney (if required).
- Telephone calling card.
- Government-issued credit card.
- Personal medication (90-day supply).
- Extra pairs of glasses or contact lenses.
- Review or update of life insurance.



- Review and update beneficiary information.
- Complete Department of the Army (DA) Form 7425, Readiness and Deployment Checklist.

**Command and Control:** Command and control relationships often change to meet the needs of particular deployments. Therefore, what may be the appropriate command and control structure during peacetime or at the employee's normal place of duty may need to be changed during a crisis situation or a TDY assignment. The on-site supervisory chain has the authority to perform the normal supervisory functions (for example, those related to task assignments and instructions, initiating and effecting minor disciplinary actions, such as oral and written counseling). Serious disciplinary actions must be coordinated with the home-station supervisor. The on-site supervisor must properly advise all employees of their chain of command. Performance standards will be issued and appraisals prepared for deployed civilians in accordance with applicable regulations. If the assignment is for at least 120 days, but less than 6 months, the on-site supervisory chain should prepare a special appraisal and send it to the home-station supervisor for use in preparing the deployed employee's annual rating.

**Awards and Medals:** DA civilians supporting theater operations may be eligible to receive any of the normally appropriate monetary awards and the following honorary civilian awards:

- Secretary of the Army Award for Valor.
- Armed Forces Civilian Service Medal.
- Civilian Award for Humanitarian Service.
- Achievement Medal for Civilian Service.
- Commander's Award for Civilian Service.
- Superior Civilian Service Award.
- Meritorious Civilian Service Award.
- Secretary of Defense Medal for Defense of Freedom. (This the equivalent of the Purple Heart for civilians).

**Temporary Change of Station (TCS):** TCS is a temporary assignment authority that requires approval by the appropriate unified combatant command (for example, United States European Command (USEUCOM), United States Central Command (USCENTCOM). TCS may be used if the assignment will last at least 6 months but will not exceed 30 months. The home station will prepare travel orders for civilian employees deploying to support military operations in a TCS status according to the Joint Travel Regulation (JTR), chapter 4, paragraph C4111, using DD Form 1614. Commanders must ensure that TCS has been authorized for the location to which the employee is deploying and must carefully review the contents and requirements of the JTR before issuing the orders. TCS changes the official duty station of the employee to the deployed location. Per Diem for incidental expenses is not authorized for TCS assignments; nor is living quarter's allowance (LQA) for family members residing in the European theater.

**Temporary Duty (TDY):** TDY is used for short-term requirements (normally for periods of up to 179 days, but may be extended for up to 364 days or more if justified). The in-theater commander has authority to extend the initial TDY beyond 179 days or to reduce the tour length to less than 179 days. TDY in excess of 180 days in one duty location is authorized by the JTR, volume II, paragraph C4430. Travel orders (DD Form 1610) will be prepared according to the JTR, chapter 3, part D. The home station will prepare the travel orders. Employees on TDY will continue to receive post allowance at the European theater rate for the first 30 days of deployment. After the first 30 days, the allowance will be adjusted to only the number of family members residing in the European theater.

**Civilian Tracking System (CIVTRACKS):** CIVTRACKS has been developed by the Department of the Army to ensure accountability of civilians in theaters of operations. CIVTRACKS is an automated civilian-tracking system. **Registration in CIVTRACKS is mandatory.** The system collects data on appropriated and non-appropriated fund DA civilian employees, Red Cross and AAFES personnel, as well as employees of other DOD components and DOD contractors. It is the employee's responsibility to enter initial information into the system and to keep the information accurate and up-to-date while deployed. Logging into the system requires a user-ID and password. Wallet-size deployment cards with the user-ID, password, and other related information are available at servicing CPACs and in

theaters of operations for deployed employees. Instructions for entering and submitting data are available at <http://hqda.army.mil/perw/homepage.htm>.

**Medical Screening and Processing:** AE Regulation 690-47, paragraph 6f, prescribes criteria for medical deployability. It specifies medical screening, processing, immunizations and physical-condition requirements. The physical examination for civilians must focus on the specific physical requirements identified by the supervisor in the deployed area as critical to job performance. The supervisor must ensure that those requirements are properly identified on forms required for the physical examination. Commanders should also consider specific medical treatment requirements or other special needs (such as special diets or assistance) when making determinations about the deployment of civilians. Emphasis will be placed on diagnosing cardiovascular, pulmonary, orthopedic, neurological, endocrine, dermatological, psychological, visual and auditory conditions that may preclude performing the related functional requirements. Pre-deployment and post-deployment physical examinations will be at no cost to the employee when they are conducted at a United States Army Medical Command (MEDCOM) facility. These examinations are administered for the safety of the deploying individual and to protect him or her in case of a deployment-related injury or illness.

In addition to the physical examination requirement above—

- All deploying individuals will be required to take immunizations or medications that are required for deployment to the theater of operations. Females will be given a pregnancy test and must have negative results before other immunizations are given. For example, anthrax and smallpox vaccinations may be required depending on the deployment location and duration.
- All deploying individuals must have a dental panograph and DNA sampling on file for identification purposes.
- Employees must ensure that all immunizations, tests and other medical requirements are properly documented and forms signed by a physician. These documents will be included in the deployment packet.
- It is Army policy that an HIV test will be administered involuntarily only if the country to which the civilian is deploying requires such testing.
- Individuals requiring vision corrective lenses (glasses or contact lenses) must have an eye examination and will be issued optical inserts for the protective mask.
- Individuals should deploy with a minimum 30 to 90 day supply of required medications to preclude any adverse effect of pharmaceutical shortages in the theater of operations. Some pharmaceuticals may not be available in theater, so the individual may need to take a supply. Part of the screening process will be to ensure both the amounts of medication being taken and its suitability in the theater's environment.

Deployed civilian employees are entitled to receive in theatre medical care at no cost (including pharmacy support). The medical care provided to civilian employees must be equivalent to that given to active duty military personnel. After returning from deployment, employees will be required to take a redeployment examination and to comply with all post deployment screening, chemoprophylaxis medications and TB testing requirements.

**Mission-Oriented Protective Posture Equipment Issue and Training:** The theatre commander will determine if there is a requirement to equip and train civilian personnel with mission-oriented protective posture (MOPP) equipment. Training and equipment will be theatre specific and depend on the threat and the nature of the duties. When practical, the employee's home station will provide familiarization training in the use of the equipment.

**Weapons and Training:** Because DOD civilians accompanying the armed forces are at risk of enemy attack on a military objective, they may be issued Government owned firearms for their personal protection. It is not a violation of the laws of war for an employee to wear a uniform or to carry a weapon for personal self defense while accompanying a military force. The theatre commander (or designated representative) will determine if civilian employees should be

issued firearms for the specific geographic location. Acceptance of weapons is voluntary for civilian personnel. Weapons will not be issued until appropriate training has been completed.

If issued, the weapon may be used only for the individual's personal protection. Issuance of a weapon does not constitute authorization for a civilian employee to be assigned to guard duty or perimeter defense, or to engage in offensive combat operations. **NOTE: Under no circumstances may a civilian possess a personal (employee owned) firearm or ammunition in the deployed location.**

**Clothing and Equipment Issue:** Employees will be issued Army Combat Uniform (ACU) as directed by the theater commander. The determination of items to be issued and their quantities will be based on the specific circumstances of the deployment and will be determined by the theater commander.

Personal clothing and personal care items are the responsibility of the individual and will not be issued. Civilian employees should bring work clothing if something other than ACUs is required by their particular job.

**Customs Processing Entrance and Exit Procedures:** Civilian employees entering and exiting a country are subject to the customs processing procedures established for that country. Entry and exit requirements are country specific and must be covered during deployment processing. Civilians are also subject to re-entry customs requirements of the United States or other country to which they returning.

**Living Under Deployment Conditions:** During major deployments, most individuals will be living under field conditions. Living under field conditions is much different from normal civilian life. Field conditions are the same for civilian employees as for military personnel, commensurate with grade equivalency, as identified in the Geneva Convention. There will be a general lack of privacy and little opportunity for recreation after duty hours.

Housing will often consist of tents or hastily constructed buildings. Food may be prepackaged rations or served in a military dining facility, which means that special diets may not be accommodated in some circumstances. Showers, if available, may be communal; otherwise, bathing may be from a bucket or helmet.

There will be limited opportunities to call home or use Internet connections, and mail deliveries may be delayed. Laundry service may be severely limited. The organized practice of religion may be restricted to services and assistance provided by the military chaplain. The on site commander may impose special rules, policies, directives, and orders based on mission necessity, safety and unit cohesion.

Depending on the theatre and the threat or perceived threat, the on site commander may impose a "lock down" situation where employees may be restricted to an area designated by the commander. These restrictions need only be considered reasonable in the circumstances of the deployment to be enforceable.

The host nation may also impose special laws and rules that must be followed. The specific customs, traditions, and restrictions of the host nation will be addressed in the pre-deployment briefing.

**Status of Forces Agreement (SOFA):** A SOFA is a negotiated relationship between the United States and the country to which deployment occurs. In a SOFA, the host nation accords certain rights and responsibilities to members of the US forces and accompanying civilians. Many violations of host nation laws are also violations of US laws. A SOFA provides the structure that will be used to determine which sovereign state may take punitive or other actions under the applicable law, rule, or regulation. This structure may provide for immunity from host-nation law or provide a description of which offenses will remain subject to prosecution by the host nation. There are many forms that this jurisdictional arrangement may take, but all provide jurisdictional protections and procedural safeguards for US personnel. The host nation will frequently retain the right to prosecute US personnel for offenses that are exclusive violations of host nation law.

**Discipline:** The Uniform Code of Military Justice (UCMJ) defines military criminal law. Military criminal law is similar to civilian criminal law in the United States. For example, most offenses that are crimes under civilian law are also crimes under military law. On the other hand, some offenses are peculiar to military law (for example, absence without leave or violation of a lawful order). There are also some similarities in the procedural rights of the accused under military law and civilian law.

Those individuals who come under the jurisdiction of the UCMJ are limited by the status of the individual at the time the military crime was committed. Active duty Soldiers and retired members of a regular component of the Armed Forces entitled to pay are subject to the UCMJ at all times. Reserve Component Soldiers are subject to military law when in Federal service. Generally, civilian employees will not be subject to military law when deployed. Civilian employees are subject to normal administrative disciplinary procedures. Civilian employees are subject to the chain of command, and disciplinary procedures are the responsibility of the on-site supervisor in coordination with the home-station supervisor. In cases requiring suspension or dismissal, the discipline may be administered at the employee's home station.

**Geneva Convention Prisoner-of-War Status:** The 1907 Hague Convention and the 1949 Geneva Convention are rules that were developed by the international community to better define the laws of warfare. These agreements both codified existing customary rules and established new requirements. These documents provide principles that are firmly grounded in international law. Under the Geneva Convention Relative to the Treatment of Prisoners of Wars, civilians captured by hostile forces while accompanying military forces in the field, regardless of whether carrying a self-defense weapon or wearing a uniform are entitled to be protected as prisoners of war (POWs). These protections are accorded to those persons accompanying the Armed Forces without actually being members thereof if they have received authorization from the Armed Forces they accompany and have been provided an ID card, most notably the CAC with Geneva Convention annotation. Since the issuance of an ID card is significant, all civilians accompanying the Armed Forces must be issued a Geneva Convention CAC. Once provided the status of being a POW, the full protections, privileges, and responsibilities of these convention will apply.

## **Pay and Benefits**

**Sure Pay.** To ensure continuation of pay while detailed to support military operations in the field, DA policy requires civilian employees to join a direct deposit/ electronic funds transfer (DD/EFT) program at their home installation before deployment. Once under DD/EFT, the employee must remain in the program. All E-E employees are required to join a DD/EFT program as a condition of their employment. The employee's servicing Defense Finance and Accounting Service (DFAS) center will reimburse the employee for any errors caused by the Government that result in charges to the employee by a financial institution. Letters of explanation will be sent to the recipients of any dishonored checks explaining that the dishonored check was the result of Government error, not an error on the part of the individual.

**Salaries. NOTE: Salaries for civilian employees are not tax-free while the employee is deployed.** Likewise, salary deductions (such as for Federal and state income taxes or social security taxes) do not change while deployed. If a civilian employee is in a "missing" status, his or her pay and allowances will continue. Missing is defined as *missing in action, interned in a foreign country, captured, beleaguered, besieged by a hostile force, or detained in a foreign country against one's will*. Civilian employees are entitled to receive the same pay and allowances to which they are entitled at the time they were declared missing and to which they would become entitled thereafter (for example, within-grade increases).

**Maximum Salary Limitations (Pay Cap).** There is a biweekly pay cap that limits basic pay plus premium pay to the greater of the maximum payable for GS-15 or level V of the Executive Schedule. The authority to waive the biweekly pay limitation in emergencies has been delegated to the CG, USAREUR/7A. When it is determined that an emergency exists and the biweekly cap is waived, the employee is subject to the annual maximum rate of a GS-15, step 10; or level V of the Executive Schedule. Danger pay is not subject to the premium pay cap. The pay cap does not apply to wage grade employees.

**Aggregate Limitation on Pay.** Aggregate pay limits restrict an employee's total compensation to the rate payable for level I of the Executive Schedule at the end of the calendar year. Specifically, no Executive Branch employee may receive any discretionary pay (allowance, bonus, differential, award, or other similar payment) in combination with the basic pay that would cause the aggregate compensation to exceed the above limit. The following are considered discretionary pay:

- Allowances based on environmental conditions.
- Danger pay allowance.
- Incentive and performance-based awards.
- Post differential.
- Recruitment and relocation bonuses.
- Supervisory differentials.
- Retention allowance.

Discretionary payments (except retention allowances) may be deferred if any portion of such payment would cause the employee to exceed the rate payable for level I of the Executive Schedule during the calendar year. These payments must be paid to the employee in a lump sum at the beginning of the following calendar year. If they cannot be deferred, any amount greater than level I of the Executive Schedule cannot be paid.

**Hostile Fire Pay.** Agencies have the authority to pay hostile fire pay at the established rate for any month in which the employee is either—

- Subject to hostile fire or explosion of hostile mines.
- On duty in an area in which the employee was in imminent danger of being exposed to hostile fire or explosion of hostile mines and in which, during the period of duty in that area, other employees were subject to hostile fire or explosion of hostile mines.
- Killed, injured, or wounded by hostile fire, explosion of hostile mine, or any other hostile action.
- Agencies may pay hostile fire pay to an employee hospitalized for the treatment of an injury or wound for not more than three additional months during which the employee is hospitalized. Hostile fire pay may not be paid for periods of time during which an employee receives a foreign post differential (FPD) because of exposure to political violence, or a danger pay allowance.

### **Premium Pay**

**Overtime.** During deployment, employees may be required to work longer hours than their normal work schedule (8-hour day or 40-hour week). The deployed commander will establish the official workweek and determine any overtime requirements (in coordination with the home station when appropriate). Overtime hours will be requested and approved in advance except in emergency situations.

The hourly overtime pay cap for Federal employees who are exempt from (not covered by) the overtime pay provisions of the Fair Labor Standards Act (FLSA) is one and one-half times the rate for GS-10, step 1, or the employee's own hourly rate of basic pay, whichever is greater. **(NOTE: All OCONUS employees are exempt from FLSA.)** GS employees whose basic rate of pay does not exceed that of a GS-10, step 1, will be paid at a rate of one and one-half times their basic hourly pay rate for each hour of work authorized and approved over the normal 8 hour day or 40 hour week.

Overtime under field conditions will be considered occasional or irregular for payroll purposes. GS employees whose pay rate is less than that of a GS-10, step 10, may choose to receive compensatory time (1 hour compensatory time for each hour worked) or to be paid overtime at the appropriate rate. Wage grade employees may request compensatory time in lieu of paid overtime. GS employees who are exempt from the FLSA and whose rate of pay exceeds that of a GS-10,

step 10, may be required to take compensatory time instead of receiving overtime pay. Compensatory time is subject to the same constraints and limitations of the pay cap.

**NOTE: Total overtime plus base pay cannot exceed the pay cap discussed above.** Employees are not entitled to overtime pay when in a “lock down” situation after duty hours unless work is actually performed. Also, employees in an on-call status do not earn overtime unless they are called to duty.

**Night Differential.** Night differential is paid for hours regularly scheduled and worked between 1800 and 0600. The amount paid is the hourly base rate plus 10 percent.

**Holiday Pay.** Holiday pay is paid for work performed during a holiday that corresponds to the employee’s normal tour of duty. Holiday pay is equal to twice the normal rate of pay.

**Foreign Post Differential (FPD).** Employees assigned TDY to work in foreign areas where the environmental conditions either differ substantially from CONUS conditions or warrant added compensation as a recruiting and retention incentive are eligible for FPD after being stationed in the area more than 42 days. Payment of FPD normally begins on the 43d day, and **payment is usually not retroactive.** For employees serving on TCS assignments, FPD begins on the first day of the deployment. Occasionally, the State Department will authorize a different payment schedule. The FPD is exempt from the biweekly pay cap, but is included in the annual aggregate limitation. It is paid as a percentage of the basic pay rate, not to exceed 25 percent of the basic pay. The Secretary of State determines areas entitled to receive FPD and the FPD rate for that area. The Secretary of State also determines how long the rate will be in effect. Different areas in the same country can have different rates.

**Danger Pay.** Civilian employees serving at or assigned to foreign areas designated for danger pay by the Secretary of State will receive a danger pay allowance. Danger pay is designated when civil insurrection, civil war, terrorism, or wartime conditions threaten physical harm or imminent danger to the health or well-being of a majority of the employees stationed or detailed to that area. The allowance will be a percentage of the employee’s basic compensation at the rates of 15, 20, or 25 percent, as determined by the Secretary of State. This allowance is in addition to any FPD prescribed for the area, but in place of any special incentive differential authorized the post before its designation as a danger-pay area. The danger pay begins for employees already in the area on the date of the area’s designation for danger pay. For employees assigned or detailed to the area after the approval of danger pay, it begins on arrival at the area. For employees returning to the post after a temporary absence, it begins on the date of return. Danger pay will terminate on the close of business on the date the Secretary of State removes the danger pay designation for the area or on the day the employee leaves the post for any reason for an area not designated for danger pay. Danger pay is not subject to pay caps discussed above.

**NOTE: Under circumstances defined by the Secretary of State, a danger pay allowance may be granted to civilian employees who accompany US military forces designated by the Secretary of Defense as eligible for imminent danger pay.** The Secretary of State will define the area of application for civilian employees, and the amount of danger pay will be the same flat rate amount paid to uniformed military personnel as imminent danger pay.

**Claiming Hostile Fire Pay, FPD, and Danger Pay.** The confirmation letter sent by the CPAC to the employee when the employee is selected for deployment will indicate all entitlements for which the employee is eligible. During the pre-deployment briefing at the servicing CPAC, the HR specialist will answer any questions about the entitlements and explain how and when to file for the allowances. The CPAC will provide SF 1190 and foreign location record (FLR) documents to the employee and ensure that the employee understands how to complete them. To initiate payment of the allowances, the employee must submit the SF 1190, with signatures by both the employee and the supervisor, and the FLR to the servicing Civilian Personnel Operations Center (CPOC) within 1 week after arrival at the deployed location. The employee is required to submit a new SF 1190 and FLR each time he or she leaves the deployed location or is relocated to another deployed location where entitlements may be different. The employee must also make a final submission within 4 weeks of permanently leaving the deployed location. Specific questions about the procedures for

claiming entitlements or assistance in filling out the required forms should be addressed to the deployed HR representative or to the servicing CPAC.

**Restoration of Annual Leave.** Service by a DOD E-E employee in a combat zone has been classified as an “exigency of the public business” for the purpose of restoring forfeited annual leave. Annual leave forfeited by an employee because of service in a combat zone will be automatically restored, whether it was scheduled in advance or not. This relieves employees and supervisors from the administrative burden of scheduling, canceling, and restoring excess annual leave in these situations.

To restore annual leave forfeited at the end of the leave year, the employee’s supervisor must submit a memorandum requesting restoration to the servicing CPAC. The memorandum must include the number of hours forfeited and the reason for restoration (in this case, “service in a combat zone”) and should be submitted within 30 days of the loss of leave. The servicing CPAC will forward the memorandum to the DFAS for restoration. Restored annual leave must be scheduled and used by the end of the leave year ending 2 years after the termination of the exigency of the public business.

**Medical Care and Federal Employees’ Compensation Act Benefits.** All permanent employees with regularly scheduled tours of duty are eligible for coverage under the Federal Employees Health Benefits (FEHB) Program. The FEHB helps protect employees and family members from the expenses of illness and accident. Employees must register for FEHB during regularly designated “open seasons.” This means that employees cannot initiate coverage because of deployment.

Employees are, however, permitted to select another health plan if they are currently insured under a health maintenance organization (HMO) arrangement and one or all of their family members are moving out of the HMO-serviced area. Employees under HMOs should consider electing a fee-for-service plan if their families will be moving outside the HMO-serviced area during the period of deployment. In either case, employees are encouraged to continue medical coverage for their families.

The Federal Employees’ Compensation Act (FECA) (Workman’s Compensation) also automatically covers civilian employees. Employees who sustain injury or death while deployed may receive benefits provided by the FECA. Civilian employees who sustain a traumatic injury in the performance of duty must notify the on-site supervisor as soon as possible and complete Form CA-1. The form should be completed as soon as possible after the injury, but no more than 30 days after the date of the injury. If the employee is incapacitated, someone acting on his or her behalf may submit the Form CA-1. If the injury requires medical treatment, the employee may obtain a Form CA-16 from the supervisor. The employee should seek required medical treatment as soon as possible.

Civilian employees who require treatment for disease or injury sustained during the deployment will be provided care at no cost to the employee. The care will be equivalent to that received by active duty military personnel.

Employees who have an occupational disease or illness that is believed to be job-related or related to a specific deployment must complete Form CA-2. The Form CA-2 should be completed within 2 days after becoming aware that the condition is job-related. Supervisors who receive Form CA-1 or Form CA-2 from their employees must complete the supervisory portion of the form and forward it to the appropriate Injury Compensation Program Administrator (ICPA).

Information on FECA may be obtained from the servicing CPAC or on the CHRA-E Web site (<http://cpolrhp.belvoir.army.mil/eur/>).

**Federal Employees Group Life Insurance (FEGLI).** Federal civilian employees are eligible for coverage under the FEGLI program. Death benefits (under basic and all forms of optional coverage) are payable regardless of the cause of death. The Office of Personnel Management (OPM) has provided clarification on FEGLI payment for deaths or dismemberments that result from an individual’s presence in a combat zone. OPM has confirmed that civilian employees who are sent to a war zone or combat zone in a support capacity keep their FEGLI coverage, including accidental death



and dismemberment (AD&D) coverage. AD&D benefits are payable unless the individual is involved “in actual combat.” Civilian employees carrying a sidearm for personal protection are not considered to be “in actual combat.” Each situation will be reviewed individually, and the specific details of the death or dismemberment will be the determining factors for payment of claims.

Information on FEGLI is at <http://www.opm.gov> under the *Employment and Benefits* tab. FEGLI booklets are available for downloading from the Web site. Employees who want to obtain or increase FEGLI optional insurance should consult their servicing CPAC about eligibility and evidence of insurability.

**Designation of Beneficiaries.** Employees should review their personal life insurance policy for coverage during a deployment or contingency situation. Employees should review the following forms at their servicing CPAC before deployment:

- SF 1152, Designation of Beneficiary - Unpaid Compensation of Deceased Employee.
- SF 2808, Designation of Beneficiary (Civil Service Retirement System).\*
- SF 2823, Designation of Beneficiary.\*
- SF 3102, Designation of Beneficiary (Federal Employees Retirement System).\*
- TSP Form 3, Plan Designation of Beneficiary.

**\*SF 2808 and SF 3102 are required for payment of lump-sum benefits or unpaid annuity.**

**Tour of Duty/Hours of Work.** In this guide, “tour of duty” and “hours of work” are used interchangeably for the hours of a day (a daily tour) and the days of an administrative workweek (a weekly tour of duty) that constitute an employee’s regularly scheduled work-week. The authority for establishing and changing the tours of duty for civilian employees is delegated to the theatre commander or his or her representative. The duration of the duty will depend on the particular operation and will be established by the theater commander.

**On-Call Duty.** During crisis situations, the nature of the work may make it necessary to have employees “on call” because of emergencies or administrative requirements that might occur outside established work-hours. On-site commanders may designate employees to be available for such a call during off-duty times. Designation of employees for this purpose will follow these guidelines:

- There should be a definite possibility that the services of the designated employee might be required.
- On-call duties required of employees will be brought to the attention of all employees concerned.
- If more than one employee could be used for on-call service, the designation will be made on a rotating basis.
- On-call duty should not unduly restrict movement.

The designation of employees to be “on call” or in an “alert” status will not, in itself, serve as a basis for additional compensation (for example, overtime, compensatory time). If an employee is called in, the employee must be compensated for at least 2 hours.

**Casualty Status.** A casualty is *any person who is lost to the organization by reason of having been declared dead, wounded, injured, diseased, interned, captured, retained, missing in action, beleaguered or besieged, or detained.* An organization surrounded by a hostile force to preclude escape of its members is *beleaguered*. An organizational element that has been surrounded by a hostile force for the purpose of compelling it to surrender is *besieged*. Civilian employees killed in the line of duty are entitled to many of the same benefits as military personnel. Mortuary benefits for eligible employees include search, recovery, and identification of remains; disposition of remains; removal and preparation of remains; a casket; clothing; cremation (if requested); a flag; an escort and transportation of remains to the permanent duty station or other designated location.



**Next-of-Kin Notification.** Next-of-kin notification will be made if an employee dies, is missing, or unable to express his or her desires after becoming ill. The casualty assistance center will handle the notification promptly in an appropriate, dignified and under-standing manner. After official notification by the casualty-assistance center, local commanders may contact the next-of-kin for expressions of condolence and offers of assistance. CAOs will be appointed when necessary. The chief of the CPAC will appoint a death benefit counselor to assist the CAO in obtaining benefits and entitlements for the next-of-kin. The local Army Community Services (ACS) office is also available to provide assistance to the next of kin and eligible family members.

**Record of Emergency Data.** As part of the pre-deployment processing at the home station, employees are required to complete a DD Form 93. If the employee becomes a casualty, this information will be used for proper notification of the next-of-kin. Contact information must be kept updated in the ECD (at <https://www.cpol.army.mil>).

**Leave Policy.** Civilians must return to work on full-day schedules when not participating in reintegration activities. Military half-day schedules do not apply to civilians. Civilians who wish to take personal time off must request and receive approval for it. Although military block leave is not appropriate for civilian employees, supervisors should use a liberal leave policy for returning civilian employees who wish to take personal time off wherever consistent with mission needs. Annual leave accrued and lost while deployed can be restored on return to the home station even if it was not formally scheduled and disapproved. Restored annual leave must be scheduled and used by the end of the leave year ending 2 years after the employee returns from the deployment.

### Useful Websites

[www.deploymenthealthlibrary.fhp.osd.mil](http://www.deploymenthealthlibrary.fhp.osd.mil)

Deployment Health and Family Readiness Library

[www.myarmylifetoo.com](http://www.myarmylifetoo.com)

MyArmyLifeToo (gateway to assistance, support and community services)

[www.armyfrg.org](http://www.armyfrg.org)

The Family Readiness Group website is the Army's virtual FRG online

[www.thefamilycorner.com](http://www.thefamilycorner.com)

FamilyCorner.com Magazine, Inc. promotes family and parenting related products.

[www.4-hmall.org/4H\\_Mall/Home/Default.asp](http://www.4-hmall.org/4H_Mall/Home/Default.asp)

The 4-H Mall is your one-stop shopping spot for 4-H apparel, 4-H gifts, 4-H educational resources, 4-H stickers, 4-H certificates and just about any other 4-H supply that you can think of!

## **CIVILIAN EMPLOYEES WHO PERFORM ACTIVE MILITARY DUTY**

This section applies to appropriated fund civilian employees who perform active military duty. It is important to be familiar with the procedures of how to respond to a notification to activate in order to be ensure the process is smooth for the employer as well as for your family.

### **1. Responsibilities**

#### **a. Commander, Manager, or Supervisor Responsibilities:**

(1) **Before Activation.** On notification that an employee is to be called to military duty, the employee's commander, manager, or supervisor will—

- (a) Inform the employee of the information in this pamphlet and encourage the employee to contact the local civilian personnel advisory center (CPAC) to obtain more guidance and information.
- (b) Prepare a request for personnel action (RPA) documenting the employee's decision to elect leave without pay (LWOP) or to resign (separation) and submit it to the Civilian Personnel Operations Center (CPOC). The effective date of the action will depend on whether or not the employee will elect to use military leave, annual leave, or a combination as stated in paragraphs 6d through f.
- (c) Ensure the employee completes the Election/ Acknowledgement for Employees Entering Extended Military Active Duty form. A copy of the completed form must be attached to the RPA.
- (d) Provide the employee duty time to complete processing requirements and make necessary benefits elections.
- (e) Complete a performance appraisal on the employee. If the employee has been on approved performance standards for over 120 days and—
  - 1. There are less than 120 days left in the appraisal period, the employee will be given an early annual appraisal.
  - 2. There are 120 or more days left in the appraisal period, the employee must receive a special appraisal. This special appraisal will become the appraisal of record if the employee does not return before the end of the appraisal period.

**NOTE: If the employee departs with less than 120 days on approved standards and does not return before the end of the appraisal period, the previous year's performance appraisal will be carried forward.**

(2) **Return to Civilian Duty.** When notified that an employee will be returning from military duty, the employee's commander, manager, or supervisor will—

- (a) Inform the employee of the information in this pamphlet and have him or her contact the CPAC for processing requirements.
- (b) Prepare an RPA and submit it to the CPOC to return the employee to duty. The date of the return must be determined by applying the guidance on additional military leave in paragraphs 3.
- (c) Allow the employee to complete processing requirements during duty hours.

**b. Employee Responsibilities:**

**(1) Before Activation.** On notification of the active duty assignment, the employee will—

- (a) Provide the supervisor with a copy of the activation orders and contact the servicing CPAC for information on benefits, entitlements, and processing requirements.
- (b) Elect to go on LWOP or resign from the civilian position.
- (c) Complete and sign an Election/Acknowledgement for Employees Entering Extended Military Active Duty form and mail it to the servicing CPOC. A copy of the form must be given to the supervisor to attach to the RPA that will be sent to the CPOC.
- (d) Determine whether or not to use military leave, annual leave, or a combination of these so that the LWOP or resignation date can be determined.
- (e) Provide proof of qualifying service for Federal Employees Health Benefits Program (FEHB) eligibility by including a complete copy of military orders that specify the employee has been called to active duty under Title 10 of the United States Code (USC) to support a contingency operation. The employee portion of the FEHB premium cannot be paid by the agency until the CPOC receives both the employee election form ((c) above) and a copy of the military orders. Full payment of the FEHB premium for eligible employees cannot continue beyond the return-to-duty (RTD) date.
- (f) Make any Thrift Savings Plan (TSP) elections or changes appropriate with the military service.
- (g) If entitled to military overseas housing allowance (OHA), submit an SF 1190, Foreign Allowances Application, Grant and Report to stop living quarter's allowance (LQA).

**(2) Return to Civilian Duty.** On return to civilian duties, the employee will contact the servicing CPAC for information on benefits, entitlements, and processing requirements.

- (a) Employees are responsible for notifying their manager or supervisor of their return date and any planned use of military leave so that the supervisor can initiate an RPA for the employees return to duty (RTD).
- (b) Employees whose FEHB was terminated and who desire to re-enroll must access the Army Benefits Center-Civilian (ABC-C) Website at <https://www.abc.army.mil>. From the ABC-C homepage, select *Army EIBS, Transactions*, and then the *New Permanent Employee* option to re-enroll in FEHB. Employees may also re-enroll in FEHB by calling the appropriate telephone number in paragraph 36 and using the interactive voice response system (IVRS). Employees should follow the prompts to input their personal identification number (PIN) and select FEHB (option 1). Once in the FEHB module, select option 3 (Elect New Employee Coverage). Employees may also transfer to a benefits counselor by pressing 0. The re-enrollment election must take place within 60 days after the RTD date or restoration to the Federal civilian position.

**NOTE: Under the National Defense Authorization Act for Fiscal Year 2005, effective October 28, 2004, TRICARE eligibility under the Transitional Assistance Management Program (TAMP) has been permanently extended from 60 to 120 days to 180 days.** Information on TAMP can be found at the website link, <http://www.tricare.mil/factsheets/viewfactsheet.cfm?id=317> and information on TRICARE can be found at, <http://www.tricare.mil>.

(c) Re-enrollment in the FEHB Program will be automatically processed when the CPOC processes the RPA to return the employee to duty after completing active military service. If the employee will participate in the TRICARE TAMP coverage (**NOTE above**), the employee must ensure that the CPOC is advised of this so that FEHB coverage is not automatically restarted.

(d) Employees will make any changes necessary to update TSP participation.

(e) Employees must submit SF 1190 to restart LQA.

## 2. Procedures

a. **Before Activation.** The supervisor, on request of the employee, will submit an RPA to the CPOC with a copy of the orders calling the employee to active military service. The RPA effective dates must be determined based on the employee's decision to elect LWOP (or to resign) and the use of annual and military leave.

### b. On Return to Civilian Duty.

(1) An employee who has entered active military duty (voluntarily or involuntarily) from any position, including a temporary one, has full job protection if he or she applies for reemployment within the following time limits:

(a) Employees who served 30 days or less must report to work at the beginning of the next scheduled workday after their release from military service and the expiration of 8 hours after a time for safe transportation back to the employee's residence.

(b) Employees who served from 31 days to 180 days must apply for re-employment within 14 days of release by the military.

(c) Employees who served 181 or more days have 90 days to apply for reemployment.

(2) Employees who served 90 days or less must be restored to the position for which they are qualified and would have attained if their employment had not been interrupted.

(3) Employees who served more than 90 days have essentially the same rights as those who served 90 days or less, except that the agency has the option of placing these employees in another position for which they are qualified with like seniority, status, and pay.

(4) On return or restoration, an employee generally is entitled to be treated as though he or she had never left for purposes of rights and benefits, based on length of service. This means that the employee must be considered for career ladder promotions, and the time spent in the military will be credited for seniority, successive within-grade increases, probation, career tenure, annual leave-accrual rate, and severance pay.

(5) An employee who was on a temporary appointment will serve any remaining time left on the appointment. (The military activation period does not extend the civilian appointment.)

(6) An employee performing active military duty is protected from a reduction in force (RIF) and may not be discharged from employment for 1 year after separation from military duty (6 months in the case of a Reservist called to active duty under 10 USC 12304 for more than 30 days but less than 181 days, or ordered to an initial period of active duty for training of not less than 12 consecutive weeks), except for poor performance, conduct, or for suitability reasons. If the employee's position is downgraded as a result of a RIF, any action will be delayed for an appropriate notice period after the employee returns from deployment.

c. **Excused Absence.** To recognize the sacrifices activated civilian employees have made, the President directed that all employees called to serve on active duty in the Global War on Terrorism (GWOT) will receive 5 days of uncharged leave (excused absence) from their civilian duties after returning to their civilian position. This applies to all employees who were activated for military service in connection with Operation Noble Eagle, Operation Enduring Freedom, Operation Iraqi Freedom, and any other military operation subsequently established under Executive Order 13223. Supervisors may grant this period of excused absence before the employee resumes duties or at a time mutually agreeable to the agency and the employee if the employee has already returned to duty. Information on this entitlement can be found at the Office of Personnel Management (OPM) Website, <http://www.opm.gov/oca/compmemo/2003/2003-14a.asp>.

d. **Effect on the Overseas Tour.** On return to duty, civilian employees who entered active duty and took military leave or LWOP from their civilian positions will have their overseas tour dates (both current tour end date and, if the employees had not worked 5 years before serving on active duty, the 5-year tour date) administratively extended for the equivalent of the entire period they served on active duty.

(1) If the civilian employee was placed on active duty and participated in contingency operations defined in paragraph 6l for a period of 180 days or more and if the adjusted tour date is less than 18 months from the date of return, an additional adjustment will be made to extend the tour end date to 18 months from the date of return to civilian duty. This will ensure that the employee has at least 1 year on the tour before he or she has to register in the Priority Placement Program or exercise re-employment rights.

(2) Adjustments to tour dates do not change the 5-year time limit for statutory return rights to the former position in the United States. The organization that granted the return rights will maintain the approval authority to extend those rights beyond the original 5 year date.

e. **Appeal Rights.** An employee or former employee of an agency in the executive branch who is entitled to restoration in connection with military duty may appeal an agency's failure to properly carry out the law. The employee may send the appeal directly to the Merit Systems Protection Board (MSPB) or the employee may elect to submit a complaint to the US Department of Labor (DOL), which will attempt to resolve the issue. If resolution is not possible, DOL may present the case to the Office of the Special Counsel, which may represent the employee in an appeal to the MSPB. Appeals to the MSPB must be submitted within 30 calendar days after the effective date of the action being appealed.

### 3. Resources and Benefits Information

Federal civilian employees who are members of the uniformed services and who are called to active duty (or volunteer for active duty) are entitled to certain rights as well as continued benefits and entitlements. Employees should send questions about their rights to their supervisor, manager, or the servicing CPAC. Questions about benefits and entitlements should be referred to a counselor at the ABC-C at one of the following civilian telephone numbers:

- Belgium: 0800-78245
- CONUS: 1-877-ARMY-CTR (276-9287)
- Germany: 0800-1010282
- Italy: 800-780821
- Netherlands: 0800-0232739
- Saudi Arabia: 1-877-276-9287
- United Kingdom: 08-000857723

Counselors are available from 0600 to 1800 Central Standard Time to help employees and managers. Additional information about employee benefits and entitlements is also available on the ABC-C Website at <https://www.abc.army.mil>.

a. **Employee-Assistance Programs (EAPs).** EAPs can help employees and their families cope with the stress and disruption associated with a call to active military duty. EAPs provide short term counseling and referral services to help with financial, emotional and family member-care problems. These services are available to employees who have been called to active military duty (or who volunteer for such duty) and to employees who are family members of those who are performing active military duty. In addition, many EAPs offer services to family members of employees.

b. **Army One Source (AOS).** AOS is a toll-free information and referral telephone service available to active duty, National Guard, and Reserve Soldiers; deployed civilian employees and their families worldwide. AOS provides information on issues ranging from everyday concerns to deployment and reintegration. Additionally, if there is a need for face-to-face counseling, AOS will provide referrals to professional civilian counselors. Outside the continental United States, face-to-face counseling is provided through medical treatment facilities or contracted marriage and family counselors. AOS supplements installation-based services. It expands Army Community Service (ACS) capabilities with a resource that is available 24 hours a day, 7 days a week. AOS is also available for families residing off the installation. The following are AOS telephone numbers:

- From the United States 1-800-464-8107
- TTY/TDD 1-800-346-9188
- *En Español* 1-800-375-5971
- From England, Germany, Italy, and  
the Netherlands (toll-free) 00-800-464-81077
- Callers having difficulty should call their local  
operator and ask to make a collect call 484-530-5889

c. **Pay.** Employees performing active military duty will receive compensation from the Armed Forces according to the terms and conditions of their military enlistment or commission. They will not receive any compensation from their employing agency unless they elect to use military leave or annual leave as described in subparagraphs d and e below. The organization should continue to pay availability pay for criminal investigators and annual premium pay for administratively uncontrollable overtime (AUO) work or regularly scheduled standby duty on days of military leave or annual leave.

d. **Military Leave.** Employees who perform active military duty may request paid military leave as specified in 5 USC 6323(a). Under the law, an eligible full-time employee accrues 15 days (120 hours) of military leave each fiscal year. In addition, an employee may carry over up to 15 days (120 hours) of unused military leave from one fiscal year to the next. When the 15 days of military leave that are carried over are combined with the 15 days of military leave accrued at the beginning of the new fiscal year, this produces a maximum military leave benefit of 30 days in a fiscal year. Because an employee cannot carry over more than 15 calendar days to the next fiscal year, any unused military leave in excess of 15 days will be forfeited at the beginning of the next fiscal year. Part-time career employees accrue military leave on a prorated basis. Employees who elect to use military leave will receive full compensation from their civilian position for each hour charged to military leave in addition to their military pay for the same period. In 2001, 5 USC 6323 was amended to require charges for military leave to be made on an hour-for-hour basis for all hours the employee would have worked. More information on charging military leave is on the OPM Web site at <http://www.opm.gov/oca/leave/html/military.htm>.

(1) In addition to the military leave entitlement in subparagraph d above, employees who perform active military duty may be granted 22 days of military leave under 5 USC 6323(b) if such leave is granted for the purpose of providing military aid to assist domestic civilian authorities to enforce the law or protect life and property or in support of a contingency operation as defined in 10 USC 101(a)(13). Unlike the 120 hours of military leave for active duty (d above); the employee is not authorized to retain both the civilian and military pay for the additional 22 days. Because the activated Reservist or National Guard member is excused from civilian duty, the member will be receiving concurrent pay from military and civilian employment. The gross amount of military pay for any days beyond the initial 120 hours, and not to exceed 22 days per calendar year, must be deducted from the civilian compensation for that period. If

the military pay is greater than the civilian pay, the member can retain the portion of the military pay that exceeds the civilian pay.

(2) Employees who request military leave must provide a copy of their military orders, a certificate of attendance and a leave-and-earnings statement to their supervisor. The supervisor will submit this information to the CPOC with the RPA returning the employee to duty. The CPOC will forward these documents to the Defense Civilian Pay System customer service representative (CSR) for processing through the payroll office.

e. **Annual Leave.** Employees who perform active military duty may request to use accrued annual leave under 5 USC 6303 and 6304. These requests must be granted by the organization. Requests for advanced annual leave may be granted at the organization's discretion. Employees who use annual leave will receive compensation from their civilian position for all hours charged to annual leave in addition to their military pay for the same period.

f. **Leave Without Pay (LWOP).** The USERRA generally requires the Army to place an employee entering the military on LWOP unless the employee chooses to be placed on military leave or annual leave, or the employee requests to be separated. An RPA must be submitted to document the beginning and ending dates of the LWOP. Employees who are in an LWOP status for an entire pay period do not earn annual or sick leave.

g. **Lump-Sum Leave Payments.** Employees who enter active military duty may choose either to have their annual leave remain to their credit until they return to their civilian position or to receive a lump-sum payment for all accrued and accumulated annual leave.

(1) The Army must make a lump-sum payment for any restored annual leave under 5 USC 6304(d).

(2) There is no requirement to separate from a civilian position to receive a lump-sum leave payment under 5 USC 5552.

(3) If an employee who has been on military duty returns to civilian duty before the end of the period covered by the lump-sum payment, the employee must pay back an amount equal to the pay that covers the period between the date of reemployment and the expiration of the lump-sum leave period. The Army may not re-credit any restored annual leave to the employee's leave account. More guidance on the repayment of a lump-sum payment for annual leave is at <http://www.opm.gov/oca/leave/html/lumpsum.pdf>.

h. **Retirement.** An employee who is placed on LWOP while performing active military duty and is covered under the Civil Service Retirement System (CSRS) or the Federal Employees Retirement System (FERS) will continue to be covered by the retirement law. An employee who separates to perform active military duty would generally receive retirement credit for the period of separation if the employee later exercises restoration rights to his or her civilian position. For information on restoration requirements, see paragraph 2b. If the separated employee does not exercise his or her restoration rights, but later re-enters Federal civilian service, the military service may be credited under the retirement system subject to the rules governing credit for military service.

(1) **Retirement from Civilian Position During Active Duty.** An employee who retires on an immediate annuity from his or her Federal civilian position while on active military duty and who meets the eligibility requirements to continue FEHB in retirement may request reinstatement of the FEHB enrollment. The request must be made within 60 days after retirement. The OPM will automatically reinstate the FEHB enrollment on the day of separation from the uniformed services if the annuitant fails to request reinstatement. The employee should advise OPM if he or she will be participating in the TRICARE TAMP for 180 days after separation from the military service so that OPM may properly effect the reinstatement of the FEHB coverage.



(2) **Deposit to Retirement System.** On retirement from civilian service, the period of military service is creditable under both CSRS and FERS subject to the rules for crediting military service. To avoid interest payments, it is generally in the employee's best interest to ask about making a deposit to CSRS or FERS immediately on RTD in the civilian position. If the military deposit is paid before the interest accrual date (within 3 years of returning to a position covered by CSRS or FERS) no interest is charged on the military deposit. The deposit would equal to the lesser of—

- 7 percent for CSRS or 3 percent for FERS of the military basic pay.
- 7 percent for CSRS or .8 percent for FERS of the civilian basic pay.

The ABC-C Website, <http://www.abc.army.mil> provides details about service credit payments and retirement-system rules for military service.

(3) **Disability Benefits.** If the employee becomes disabled for his or her civilian position during the LWOP or separation and has the minimum amount of civilian service necessary for entitlement to disability benefits (5 years for CSRS, 18 months for FERS), the employee will become entitled to disability benefits under the retirement law.

(4) **Death Benefits.** Death benefits under the civilian retirement systems will continue to apply for periods of LWOP.

i. **Federal Employees Group Life Insurance (FEGLI).** Employees who separate or are placed on LWOP to perform active duty service continue to be covered by FEGLI for up to 12 months at no cost to the employee. At the end of the 12 months in a non pay status, the coverage terminates. Employees get a free 31-day extension of coverage and have the right to convert to a non-group policy. If the employee takes no action after the 31-day extension period, *he or she will not be covered*. If a Federal civilian employee with FEGLI is called to active military duty and is killed, death benefits are payable to the employee's beneficiaries.

(1) Accidental death and dismemberment benefits are also payable under Basic insurance (and Option A, if the employee had that coverage) unless the employee was in actual combat at the time of death. Accidental death benefits are in addition to regular death benefits. The FEGLI Office determines all payments and individually reviews claims that may be questionable.

(2) When an employee who has been on military duty returns to civilian duty, he or she will get back whatever types of life insurance he or she had before going to a non pay status.

j. **Thrift Savings Plan (TSP).** No contributions can be made to the TSP while on LWOP or if separated from the civilian position. If, however, the employee is restored to his or her civilian position, retroactive contributions and TSP elections may be made to cover that period of service. Employees interested in making retroactive contributions must contact their servicing CSR to set up a payment plan. (The employee's timekeeper will be able to provide contact information for the CSR.) Employees should be aware that the amount of money they can contribute retroactively to their civilian accounts will be offset by any contributions made to their uniformed services TSP account while on active duty. FERS employees are entitled to receive matching funds based on contributions made from basic pay while in the uniformed services if the employee is restored to his or her civilian position.

(1) Uniformed services accounts are maintained separately from civilian accounts. If an employee contributes to both, however, the sum of the contributions to the two accounts during the same calendar year cannot exceed the applicable Internal Revenue Service (IRS) annual deferral limit. This limit is posted on the TSP Web site at <http://www.tsp.gov/curinfo/data.html>.

(2) Members of the uniformed services have access to the TSP loan program. However, Reservists who drill only monthly should think seriously before taking a loan from their military accounts because they



may be unable to repay the loan in the time required by law. Employees are prohibited from repaying the uniformed services TSP loan from civilian pay or vice versa.

(3) Once an employee separates from either the uniformed services or Federal civilian service, the employee will be able to combine the TSP accounts by contacting the TSP service office (TSP Bulletin 02-7). (TSP Bulletin 02-7 is at <http://www.tsp.gov>, click on *Civilian Info for Agency Representatives*, *TSP Bulletins*, then select *TSP Bulletin 02-7* from the drop-down list.)

(4) Employees can go to the *Uniformed Services* section on the ABC-C Website <https://www.abc.army.mil> to get more information about TSP as it pertains to employees on LWOP.

k. **Federal Employees Health Benefits (FEHB) Program.** Employees who are covered by FEHB and who are either separated or placed in an LWOP status to perform military service may continue to be covered by FEHB for up to 18\* months (if placed on active duty for more than 30 days), unless the employee elects in writing to have the enrollment terminated. If the employee chooses to continue the FEHB and the employee has been called to active duty under 10 USC in support of a contingency operation, the Army will pay the employee share of the premium. If the employee's military service is not in support of a contingency operation, the employee is responsible for paying the employee share of the premium for the first 12 months and 102 percent of the total premium for the final 6 months of continued coverage. During the first 12 months, employees may pay currently (generally with after-tax monies) or incur a debt to be paid on their return (generally on a pretax basis if the employee participates in premium conversion). The cost for the final 6 months must be paid currently.

(1) **DOD Policy and Procedures.** Authorization and implementation guidance for FEHB full agency premium payment can be found at [http://cpol.army.mil/library/nonarmy/dod\\_051702.html](http://cpol.army.mil/library/nonarmy/dod_051702.html).

(2) **Uniformed Service for 30 Days or Less.** When an employee enters one of the uniformed services for 30 days or less, the FEHB enrollment will continue without change. Withholdings for the employee's share of the premium and Government contributions will also continue as long the employee remains in a pay status or until the military orders are changed to a period of duty for more than 30 days.

(3) **Uniformed Service for More Than 30 Days.** Employees must be placed on active duty or active duty for training in one of the uniformed services for more than 30 days for the FEHB enrollment to be continued for up to 18\* months unless the employee elects to terminate his or her FEHB enrollment as of the day before entering active duty. If the employee terminates FEHB enrollment, the servicing CPOC will promptly process SF 2810, Notice of Change in Health Benefits Enrollment to notify the health-benefits carrier of the termination. Employees who terminate their FEHB coverage because of LWOP or separation will be immediately eligible for FEHB coverage on their return or restoration to duty. FEHB eligibility will automatically be reinstated on RTD in the civilian position or on restoration to a civilian position under the provisions of USERRA.

(4) **Termination of FEHB Coverage.** FEHB coverage will terminate at the end of 18\* months (k above and (5) below). (Typically, FEHB coverage must terminate after 12 months in an LWOP status.) Because USERRA limits FEHB coverage to 18\* months, the full premium payment or those who meet eligibility cannot exceed 18\* months. Employees will get one 31-day extension of coverage during which they may convert to a non-group policy. (These employees are not eligible for temporary continuation of coverage (TCC)). Termination is not considered a break in coverage for purposes of meeting the 5-year/first-opportunity requirement to continue FEHB into retirement. Active duty service members and their families are entitled to medical care under military healthcare systems. Employees serving on active duty and their families will not be without health coverage following a termination of FEHB at the end of the 18-month maximum period of continued coverage because they will be covered by the military health system. FEHB eligibility will automatically be reinstated on RTD in the civilian position or on restoration to a civilian position under the provisions of USERRA.

**(5) 18-Month Eligibility Period Effective Dates and Procedures.** The 18-month period of eligibility for continued FEHB coverage begins on the day the employee is placed on LWOP or separated to perform active duty. The 18-month period of eligibility for continued FEHB coverage does not begin on the day the military orders are issued unless the LWOP effective date and the issue date of the orders are the same.

- (a) Employees who choose to remain in a paid leave status cannot begin the 18-month period of eligibility for continued FEHB coverage until the first day of non pay status (LWOP or separation).
- (b) The 18-month\* period of eligibility is not extended by use of paid leave intermittently with LWOP.
- (c) There is no provision in the law to allow the 18-month period of eligibility for continued FEHB coverage to be extended.
- (d) A new 18-month\* period of eligibility may begin only when new orders (not an extension or amendment of orders) are issued *and* the employee has returned to duty or has been restored to duty. There is no requirement that the employee return to pay and duty status for 4 consecutive months under civilian employment before a new 18-month period of service begins.
- (e) Full agency premium payments will begin the first pay period during which an employee is in an LWOP or separation status for the full pay period. However, the first day of the 18-month period of eligibility will begin on the first day of the LWOP or separation, whether or not the employee is paying his or her share of the FEHB premium for the pay period in which the LWOP or separation begins.

**(6) Pay Periods When the Full Agency Premium Cannot Be Paid.** Full agency premium payment will not be made for any pay period in which the employee chooses to use paid leave. The employee is not considered to be in a non pay status for that pay period and, therefore, the full agency premium payment would not be allowable. The full agency premium payment will be paid during the next pay period in which the employee is in a non pay status for the entire pay period. If an eligible employee dies while on active duty, the agency full premium payment will be paid through the date of death.

**(7) Eligibility Requirements for Full Agency Premium Payment.** To be eligible for payment of the employee's share of the FEHB premium, the employee must meet all of the following requirements:

- (a) Be enrolled in FEHB and elect to continue that enrollment.
- (b) Be a member of a Reserve Component of the Armed Forces. The Reserve Components are the Army National Guard of the United States, the Army Reserve, the Naval Reserve, the Marine Corps Reserve, and the Air National Guard of the United States, the Air Force Reserve, and the Coast Guard Reserve.
- (c) Be called or ordered to active duty (voluntarily or involuntarily) in support of a contingency operation as defined in 10 USC 101(a)(13).
  - 1. The statutory authority listed on the orders must be 10 USC 12301(a), 12302, or 12304.
  - 2. The orders must state that the duty is in support of one of the contingencies or operations specifically identified in figure 1 below and the statutory authority is a provision of 10 USC.
- (d) Be placed on LWOP or separated from Federal civilian service to perform active military duty.

(e) Serve on active duty for a period of more than 30 consecutive days (2002 National Defense Authorization Act, section 519).

**NOTE: Members of the Army National Guard or Air National Guard ordered to duty under 32 USC or any provision of state, territorial, or District of Columbia code are not eligible for full agency payment of the FEHB premium.** For more information about requirements for full agency payment of FEHB premium go to <http://cpolrhp.belvoir.army.mil/eur/index.htm>.

1. **Designated Contingency Operations.** The current contingencies and the operations that are included in each contingency operation are shown in figure 1. Due to mission changes, this list may change over time. For updates go to <https://www.abc.army.mil/UniformedServices/Information/Information.asp>.

Contingency	Authority	Effective date
<b>Bosnia</b> Operation Joint Endeavor Operation Joint Guard Operation Joint Forge	<b>Executive Order 12982</b>	<b>8 Dec 95</b>
<b>Iraqi Crisis</b> Operation Iraqi Freedom Operation Valiant Strike Operation Southern Watch Operation Northern Watch	<b>Executive Order 13076</b>	<b>24 Feb 98</b>
<b>Kosovo</b> Operation Allied Force	<b>Executive Order 13120</b>	<b>27 Apr 99</b>
<b>9/11 Terrorist Attacks</b> Operation Enduring Freedom Operation Noble Eagle Operation Iraqi Freedom	<b>Executive Order 13223</b>	<b>14 Sep 01</b>

**Figure 1**

m. **Living Quarters Allowance (LQA).** Civilian employee's assigned over-seas who are activated under military orders may not receive LQA and OHA at the same time. The employee is responsible for making changes to the allowance according to paragraph 1b(1)(g). USAREUR does not have the authority to waive LQA indebtedness under these circumstances. Employees should be made aware that USERRA benefits may affect the payment of LQA. Under USERRA, an employee may use annual or sick leave (if appropriate) or compensatory time while on LWOP. Since the OHA has precedence over LQA, civilian employees who choose to use their annual leave, sick leave (if appropriate), military leave, or compensatory time must be notified that they should not receive LQA during the period they receive OHA.

n. **Additional Information.** For more information refer to Army in Europe Pamphlet 690-14, Army in Europe Guide for Appropriated Fund Civilian Employees Who Perform Active Military Duty.

## **MANAGING REINTEGRATION**

This section on managing reintegration is intended to help address redeployment issues and concerns you or your family may have upon return from a deployment. The reintegration process involves reuniting with your loved ones and getting reacquainted as a family. The reuniting process involves changes for both you and your family. Knowing what to expect, how to deal with the changes and where to get help can make homecoming enjoyable and less stressful for everyone.

**Reunion with Your Loved Ones.** Returning home can be every bit as stressful and confusing as leaving. It is essential that you arrange to spend time with your family and loved ones soon after you return from deployment. You will find it helpful to resume family routines and personal spiritual routines that are effective, but proceed slowly in reestablishing your place in the family. Be prepared to make some adjustments. The following suggestions are intended to help you and your loved ones get reacquainted with as little stress as possible.

### **Soldiers and Civilians:**

- Take time to listen and talk.
- Make time for each child and for your spouse.
- Support the good things your family has done.
- Remember - romantic conversation can make reentering love relations easier
- Manage money carefully.
- Don't overdo the "reunion parties."
- Even though you may want to talk about your experiences, your family may not.
- Roles may have changed with regard to basic chores and household duties.
- Face-to-face communication may be difficult after a separation.
- Closeness may be awkward at first.
- Children grow up during separations; they may seem different.
- Spouses become more independent and may need more space.
- You may have to change your outlook on priorities in the household.

### **Spouses:**

- Avoid a busy schedule.
- Go slowly in making adjustments.
- Remind your spouse that they are still needed.
- Discuss division of the family chores.
- Stick to a budget until you have time to talk about money matters.
- Make time to be alone with your spouse.
- Be patient in rebuilding your relationship.
- Soldiers may have changed.
- Soldiers may feel "closed-in" or claustrophobic and may need space to feel comfortable.
- Soldiers often feel overwhelmed by the everyday noise and confusion of home life.
- Soldiers may need time to resume sleeping patterns.
- Soldiers may feel left out and need time to adjust.
- Soldiers may feel hurt when small children are slow to hug them and show emotions.

### **Children:**

- Slowly resume the old rules and routines.
- Be available to your child, with time and emotions.
- Let the child be the first to renew the bond.

- Expect some changes in your child.
- Focus on successes; limit criticisms.
- Encourage your child to tell you everything that happened while you were away.

### **What Children May Feel:**

- Babies less than 1 year old may cry when you hold them; toddlers may not know you at first.
- Preschoolers 3-5 years old may be afraid of you.
- School-aged children 6-12 years old may demand more of your time than other children.
- Teenagers may seem moody and act as if they don't care.
- Some children may be anxious, fearing your expectations of them.

**Post-deployment Stress.** The homecoming and reunion of Soldiers, friends and family has its own brand of stress. The following techniques may help restore a sense of belonging and control:

- Talk openly about problems.
- Find people who can help with emotional support and day-to-day problem-solving.
- Cut big problems into smaller parts and use the step-by-step approach to finding a solution.
- Avoid excessive self blame for readjustment problems.
- Don't use alcohol and drugs to escape or forget problems.

**Potential Changes in Your Health.** Most Soldiers experience minor, temporary changes in their health after redeployment, mostly due to the stress of the mission, deployment travel, jet lag and adapting to a different schedule and diet. You may feel tired, with sore or achy muscles, or experience a change in appetite. These effects should be temporary and diminish as the days go by. If these effects do not improve, or if they seem to be getting worse, be sure to see your health care provider. The first symptoms of some illnesses, especially some infections, may not appear until days, weeks, or even months after contact. For this reason, it is very important that you tell your physician where and when you were deployed.

### **Directions for Health Concerns:**

- Step 1: Contact your local medical treatment facility with questions, concerns, or symptoms noticed after deployment
- Step 2: If you have symptoms, your primary health care provider can do an initial assessment and provide treatment. If symptoms persist or your health does not improve, ask for referral to a specialist
- Step 3: If you require further assistance, contact:  
DoD Deployment Health Clinical Center:  
Walter Reed Army Medical Center  
6900 Georgia Avenue, NW  
Building 2, Room 3G04  
Washington, DC 20307-5001  
DSN: 662-6563  
Comm: (202) 782-6563  
[www.pdhealth.mil](http://www.pdhealth.mil)

### **Useful Websites**

[www.cdc.gov](http://www.cdc.gov)

Centers for Disease Control and Prevention

[www.TRICARE.osd.mil](http://www.TRICARE.osd.mil)

TRICARE National and Regional

[www.apgea.army.mil](http://www.apgea.army.mil)

US Army Center for Health Promotion and Preventive Medicine

## **SAFETY TIPS**

**Safety Offices.** By taking just a few moments to become familiar with these basic safety tips, you can help make your family safe. Contact the USANATO Safety Office or your local safety office for more information.

USANATO Safety	423-4276
Ansbach	468-1670
Bamberg	469-1670
Baumholder	485-1670
Chièvres	361-5535
Darmstadt	348-1670
Garmisch	422-2595
Gießen	343-1670
Grafenwöhr	475-1470
Hanau	322-1670
Heidelberg	370-1670
Hohenfels	466-1670
Kaiserslautern	489-7227
Kitzingen	355-1670
Livorno, Italy	633-7841
Mannheim	380-1670
Schinnen	360-7270
Schweinfurt	354-1670
Stuttgart, Kelley Barracks	421-2752
Vicenza, Italy	634-7719
Vilseck	476-1870
Wiesbaden	337-1670
Würzburg	351-1470

**Home Safety Checklist.** Take time to walk through your house. Carry this checklist to help you truly see your home. The idea behind this walk is to look for fire hazards. You don't have any? Are you sure? Perhaps this list will change your mind.

### **Kitchen:**

- Are curtains, dish towels, or paper items kept away from stove?
- Is stove's exhaust hood and ductwork clean of grease?
- Do you have a working fire extinguisher close at hand?

### **Living Room, Dining Room, Bedrooms:**

- Is fireplace spark screen always closed?
- Does everyone in the family know how to call the fire department or dial the operator?
- Do you enforce a "NO SMOKING IN BED" rule?
- Does each telephone have the fire, police and ambulance numbers close to it?
- Are electrical wiring/circuits/outlets adequate to handle load?
- Is there sufficient space for air circulation around TV/stereo?
- Are ashtrays available in home occupied by smokers?
- Are matches and lighters out of reach of children?

### **Attic, Closets, Storage Room:**

- Do you keep oily cleaning rags in tight metal containers?
- Are you using only nonflammable cleaning fluids?

- Do you avoid accumulations of paper and combustible materials?

### **Workshop/Basement/Laundry Room:**

- Are combustible materials kept away from heat sources?
- Are paint thinners, paints and solvents kept in their original containers for identification purposes?
- Are the furnace, heaters, vents and chimneys inspected and serviced regularly?
- Are fuses of the proper size for the circuits they protect?
- Are the dryer lint trap and vent kept clean?

### **Garage/Grounds:**

- Is gasoline for the mower stored in a safety can?
- Have you removed accumulations of trash and paper?
- Are oil-soaked rags in tight metal containers to prevent combustion?
- Do you use commercial starter fuels (not gasoline) for barbecue fires and are barbecue mitts ember-proof?
- Are there dry leaves under porches or wooden stairs, in window sills, or anywhere else close to the house?
- Are the dryer lint trap and vent kept clean?

### **Self Check:**

- Do you know where the electrical box (fuse/circuit box) is and how to replace fuses?
- Do you know the location and procedure of shutting off water/gas Master Control valves in case of broken or leaking pipes?
- Do you inspect electrical cords frequently and keep them in good condition?
- Do you use extension cords only for temporary convenience, never as permanent wiring?
- Does your family have a fire escape plan and has your family drilled with it?
- Do you make sure your children are not left unattended and instruct baby sitters about emergency procedures?

**Now It Is Time To Add Up Your Answers.** How many of the questions did you answer "NO" to - one or two? Your home is pretty fire safe. But remember, just one can cause a tragedy! If you had 5 or 6, you are risking the safety of your family. If you have more than 6, you are asking for trouble. Take action NOW!

**Personal Safety.** Follow these tips whether your spouse is home or not. To suddenly change the way you conduct your home and yourself may advertise your spouse's absence.

- Do not tell people your spouse is gone.
- Do not discuss your spouse's absence in public, even with friends, because someone with ill intent may overhear you.
- When someone calls on the telephone and asks for your spouse, NEVER tell the caller that your spouse is not at home. Tell the caller that your spouse cannot come to the telephone and offer to take a message.
- Keep emergency telephone numbers and your address by all telephones in your home.
- Always lock your doors and windows, draw your shades at night, and leave a few lights on.
- Whenever possible, leave lights on inside and outside.
- Have a deadbolt lock and a safety chain installed. A deadbolt is the most secure type of lock to have. **(NOTE: A safety chain is NOT adequate protection in case someone tries to force a door open.)**
- Never open your door even a crack for anyone uninvited or unexpected. Use a peephole. If they claim it is an emergency, make the telephone call for them.
- Do not allow salespeople, repair people, delivery people, or any stranger into your home when you are alone. If you are expecting one, have another person with you and call the company when the employee arrives.

- If you are not certain if someone else may have keys to your home, have the locks changed. (Previous tenants and their friends or neighbors may have keys.)
- Use caution. Remember, neighbors and acquaintances do not come with credentials.
- Instruct children, family and babysitters not to give out information about who is home, who is out, or for how long.
- Do not go places alone, especially at night. Use the buddy system.
- Look under the car as you approach it.
- Look inside the car before you put the key in the door.
- Once inside the car, lock all of the doors.
- If you travel, consider a cell phone and always have emergency numbers preprogrammed into it to prevent possible car jacking or other emergencies.
- Discontinue paper delivery if you will be away. Ask the local post office to hold your mail until you return.
- Instruct children, family, and babysitters to not give out information about who is home, who is out, or for how long.
- Do not leave extra keys hidden outside your home. They are too easily found.
- Keep your doors locked at home when you are not there and when you are in it.
- Most burglars and intruders enter homes through open doors and windows or through doors and windows that are easily jimmied.
- If you notice a stranger loitering in your neighborhood, notify the police, give them a description of the stranger, and tell them when and where you saw him or her.
- To discourage burglars, have items (such as televisions, stereos, and cameras) engraved with your name and the last four numbers of your social security number. Check with your local police for more information and current recommendations about engraving.
- If you suspect your home has been broken into, DO NOT go in. Call the police from a neighbor's home.
- Do not go places alone, especially at night. Use the buddy system.
- Do not bring in your mail or newspaper, or gather clothing from your clothesline after dark.
- When going to your car, have your keys in your hand.
- Look under the car as you approach it.
- Look inside the car before you put the keys in the door.
- Once inside the car, lock all the doors immediately.
- If you are on the autobahn and your car breaks down, put up the hood, turn on the emergency flashers, set out a warning triangle, and wait for help behind the guardrail, not on the shoulder of the autobahn or in the vehicle.
- If someone stops to help you, give him or her a telephone number to call.
- If you travel, consider carrying a cell phone.
- When approaching a stop, look all around; leave enough room to be able to pull around the car in front of you in case of emergency.
- If someone hits your car from the rear, do not get out of the car in an unsafe place. Instead, go to a well-lit, populated area. If you have a cell phone, use it.
- While walking, keep your head up and your eyes open. Being aware of what is going on around you is your best defense.
- Do not go shopping at night.



- Change your daily route, but at the same time stay out of dangerous areas.
- If you think someone is following you while walking, cross to the other side of the street and change your route to a well-lit populated area. If you are driving, go to the police station.
- Stay well away from bushes, parked cars, alleyways, beggars and bums.
- When you go anywhere, ask yourself, “What would I do if I were attacked right now?” Be prepared.

**Winter Safety.** There are two important concerns regarding winter: be prepared for cold, damp weather by dressing appropriately, and ensure your vehicle and you are both ready for winter-driving conditions.

**Water Safety.** Military communities in Europe publish a list of approved safe swimming areas each year. Swimming areas in Europe are managed differently than what you may be used to in the United States. Ensure swimming areas are approved, lifeguards are present, and areas have passed health and safety inspections, and always provide adult supervision for young children.

**Fire Safety.** House fires are a major cause of property loss and injuries to families. Unattended cooking followed by electrical fires are the two major causes of fires in homes. Never leave food cooking on a stove unattended. Do not overload the electrical system, use extension cords, or leave transformers operating with high loads when no one present. Never leave candles burning when no one is in the room. Children playing with open-flame devices are another serious concern. Be prepared for home emergencies! Make time to review emergency and evacuation procedures where you live—they could save your life! Take time to teach your children basic fire-safety measures: in case of a fire, get out quickly and meet other family members at a designated location; touch doors before opening; crawl low under the smoke; use towels to seal cracks under doors to keep smoke out; if your clothing catches fire: **STOP, DROP, and ROLL**. If you need assistance, contact your local fire-prevention specialist.

**Smoke Detectors.** Buy a battery operated smoke detector. It is one of the best and most inexpensive forms of fire insurance. It will not prevent a fire from starting, but it may save your life! Be sure to check the smoke detector on a regular basis.

**Emergency Preparedness Kit.** Every home should include the following items as a minimum in every home.

- Flashlight and extra batteries
- Portable radio with fresh batteries
- Bottled water
- Non-perishable canned goods and can opener
- Bottle and can opener
- Basic first aid supplies
- Fire Extinguisher
- Hygiene products
- Change of clothes
- Blanket or sleeping bag
- Three day supply of medication (if necessary)
- Baby food, diapers, etc. (if necessary)
- Pet food (if necessary)
- Money
- Hammer
- Assorted nails, screws and tacks
- Screwdrivers
- Masking tape
- Scissors and/or knife

- Pliers
- Wrench
- Extra light bulbs
- Matches
- Candles or other illuminating devices
- Copies of important documents (such as marriage license, birth certificates, etc.)
- Candles or other illuminating devices

**Personal Safety:**

- Use caution. Remember, neighbors and acquaintances do not come with credentials.
- Instruct children, family and babysitters not to give out information about who is home, who is out, or for how long.
- Do not go places alone, especially at night. Use the buddy system.
- Look under the car as you approach it.
- Look inside the car before you put the key in the door.
- Once inside the car, lock all of the doors.
- If you travel, consider a cell phone and always have emergency numbers preprogrammed into it to prevent possible car jacking or other emergencies.